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"Looking Backward"
A Year of Reconstruction



ANNUAL REPORT
OF THE
HACKLEY PUBLIC LIBRARY
MUSKEGON, MICHIGAN
1921 - 1922

HACKLEY PUBLIC LIBRARY

Third Street and Webster Avenue

Telephones

- 4166 For miscellaneous inquiries.
- 7372 Children's Room.
- 4266 Librarian's Office.
- 7272 Main Delivery Desk, for renewals and reserves.
- 7271 Reference, Business and Technical Department.

Library Hours

Adult Department: Main Floor

Open week days 8:30 a. m. to 9:00 p. m.
for reading, reference and lending.

Open Sundays and Holidays from 2:00 to 6:00 p. m.
for reading only

Children's Room: Second Floor

Open on school days 9:00 a. m. to 8:00 p. m.

Open Saturdays and school vacations
9:00 a. m. to 6:00 p. m.

Closed Sundays and Holidays

The Library is closed July 4 and December 25

Delivery Stations

Lakeside Station—Runzel & Son, West End Drug Store
Wednesdays and Saturdays, 2:30 to 5:30 p. m.

Muskegon Heights Station—City Drug Store, L. D.
Hickey, Proprietor. Saturdays, 9:00 to 11:30 a. m.

“Looking Backward”

A Year of Reconstruction

Being the
Annual Report
of the
Hackley Public Library
1921 - 1922

MUSKEGON, MICHIGAN
— 1922



THE NEW READING AND REFERENCE ROOM
REMODELED FROM THE OLD CLOSED BOOK-ROOM

Exchange

Northwestern Univ. Lib.

HACKLEY PUBLIC LIBRARY
ANNUAL REPORT OF THE LIBRARIAN

Year Ending June 30, 1922

September 1, 1922

TO THE BOARD OF EDUCATION,
MUSKEGON, MICHIGAN.

Gentlemen:

I present herewith my annual report for the year ending June 30, 1922. Miss May V. Sibley was in charge of the library as Acting Librarian during July and August, 1921. I assumed charge on September 1, 1921.

Five Major Aims

The work of the library, during the past year, has been done with five major aims in view. These have been:

1. Opening the book-shelves to the public.
2. Simplifying the library's rules and methods.
3. Organizing a special department for work with children and with schools.
4. Organizing a special business and technical department.
5. Building up the book stock.

Opening the Book-Shelves to the Public

The first and by far the most difficult problem has been that of abolishing the old-fashioned "closed-shelf" system under which the library has operated since its founding in 1888, and installing a modern "open-shelf" system whereby readers are allowed free and ready access to the shelves, so that they may look over the books and make their own selection.

At first thought it appeared that the ends of the old Delivery Counter might be removed, as suggested in the Rush-Ranck Survey, and the public allowed access to the 35,000 volumes in the Book Room immediately behind the Counter, without giving rise to any serious problem. Further study, however, showed a number of reasons why this would be impracticable and un-

satisfactory from the standpoint of both the library administration and the public itself.

It soon became apparent that, if we were to make any change at all, we should be thorough about it, and do away with this old Book Room altogether, remodeling it into an open Reading Room. This was suggested in the Rush-Ranck Survey, and is the solution we have followed. It in turn gave rise to many other problems. One of the more perplexing of these was what to do with the 35,000 volumes that must be removed from this Book Room in order to tear out the cases and carry through the alterations. The so-called "new stack wing" was at that time full nearly to capacity. But it was into this stack wing the 35,000 books were moved, the necessary room being made by (a) shelving all newspaper files in the basement, on shelves built for the purpose, (b) returning to the Superintendent of Documents in Washington several thousand volumes of government documents, of which the great part were duplicates of material retained on our shelves, (c) discarding a large number of obsolete and worn-out books.

While all this moving was going on, the ceiling and the roof over the old Book Room were cut open for skylights, and an electric lighting system was installed between the two skylights. As fast as books were moved from the shelves out into the stack wing, the book cases were torn out and rebuilt as alcove and wall cases for the new Reading Room.

By May 1st, the moving and the alterations had reached a point where service to the public was temporarily impossible, and the main floor was closed for three weeks. During this time the old Delivery Counter and the last of the book cases were torn out, the main floor, except for the two side reading rooms, was stripped bare of all furniture, linoleum was laid and waxed, the new book cases were set in place and varnished, some 15,000 volumes of the best and most readable books, both of fiction and of the various classes other than fiction, were selected and arranged on these "open shelves", a new Charging Desk was installed, and the library reopened on May 22d. The new system has therefore been in operation less than six weeks up to the close of the fiscal year. While, at the quiet season of the year, this is not long enough for a thorough test, it has shown that the new system meets with the general approval of the public, and that during the busy season it will give welcome relief to the many eager borrowers who previously met the discouraging difficulties of the old system.

With its open spaces, high ceiling and skylights, the newly opened room is doubtless as attractive a library interior as can be found in the state. It combines the functions of a ref-

erence and reading room, with tables and chairs for fifty readers. The Reference Department occupies the west or Third Street side of the room. On the east side of the room are the circulating books, with cases arranged to form six alcoves. New books are displayed in a special case; and at various points around the walls of the Delivery Room are smaller racks for the display of special groups of books.

All of the alterations and remodeling throughout the building were done under the direction of Mr. Lindquist, Superintendent of Grounds and Buildings, under the supervision of the architect, Mr. H. H. Turner. The rebuilding of the bookcases and all the cabinet work was done in the shops at the Hackley Manual Training School, at a considerable saving in expense.

The new Charging Desk was designed to meet the particular needs of the Hackley Library. It was "made in Muskegon" by the Shaw-Walker Company. In point of construction, workmanship, and appearance it is probably one of the best made charging desks in any library in the country. The old desk was very inefficient in that it concentrated at one point the functions of issuing books, discharging returned books, registering borrowers, and answering all inquiries. There resulted a congestion that provoked and dissatisfied the public, and taxed to the utmost the physical and nervous strength of the staff in the performance of merely mechanical duties. The new desk is rectangular in shape, and separates the various functions so that congestion is avoided. At busy hours, half a dozen assistants can operate the desk without confusion, while at quiet times the various functions are within easy reach of a single assistant. The mechanical work of issuing and discharging books therefore makes considerably less demand upon the staff, and permits relatively greater usefulness in the more important work of giving personal help and attention to readers.

Simplification of Rules and Methods

A second major aim during the past year has been the simplification of rules and methods, so that readers may use the library with the maximum ease, and the minimum consciousness of the machinery of library routine, or the impediments of rules.

Extension of Lending Privileges

The number of books which a reader may borrow at one time was increased in October, from two to four, of which only two may be fiction or new books. In May, with the installation of a new charging system, this rule was again modified, so that readers may now borrow as many books as they want to carry, provided, however, only two are fiction or new books.



THE MAIN FLOOR AS REMODELED
SHOWING THE NEW CHARGING DESK

The length of time for which books other than fiction may be borrowed was in February increased from two weeks to one month, since it was felt that the shorter period is hardly long enough to enable one to read a solid, serious work. Fiction and juvenile books are still issued for the two-week period, and new fiction for seven days.

A "Reserve System" has been introduced, whereby any reader, upon payment of two cents to cover cost of post card and clerical work, may have reserved for him any book which is "out" in circulation. When the book is returned to the library, the reader is notified and the book will be held for him two days (not counting Sundays or library holidays.) If the reader does not call for his book within the two days, it is put into general circulation again.

This summer, for the first time, the library has adopted the "vacation charge", whereby residents leaving Muskegon County for summer vacations may borrow books to become due September 15th, instead of for the usual period, if they so desire, and may take more than the usual number of fiction.

A new borrower applying for a library card is no longer required to furnish a "surety" or "guarantor" to be held financially responsible, provided the applicant's name appears in the City Directory or telephone book, or he is otherwise known to the librarian as a bona fide resident of Muskegon, and a responsible person. Children are still required to furnish a guarantor—usually the parent; and adults whose names are not in the directory must also furnish a satisfactory reference.

The New Charging System

An important change of method adopted May 21, when the library reopened as an "open-shelf" institution, was the abandonment of the old "borrower's cards", one for fiction and one for non-fiction, together with the complicated charging and discharging routine which they entailed, and the adoption of the so-called "Simplified Newark Charging System," in which no borrower's card is used. An identification card is issued bearing the borrower's serial registration number. He shows this card when borrowing a book, merely to expedite the charging process. If he does not have the card with him, he can still borrow the book. In returning his books he does not need to show his identification card, nor to wait. He merely leaves his books at the desk and goes on. This is a recently developed system, in use in comparatively few libraries, but those libraries which have used it have found it remarkably satisfactory and efficient.

What the Changes Involve

All of these changes have necessitated many minor changes



THE NEW CHILDREN'S ROOM

and a vast amount of clerical and mechanical work, the completion of which will require fully another year. For instance: in order to enable patrons to borrow as many books as they want, taking them at various times, and still know when each book is due, it has been necessary to place "dating slips" on the fly-leaf of the 50,000 or more circulating books in the library. Placing more than 15,000 books on open shelves necessitated removing the "book-pockets" from the inside back cover, where the book-cards frequently fell out and were missing when needed, to the inside front cover, opposite the dating slip, where the cover hinge prevents the card from falling out. Open shelves also necessitated what was urgently desirable in any case, lettering the "call number" on the back of all books, for accuracy in shelving and quickness in finding books. A large number of such tasks was necessitated by the changes we have made, and their completion will take many months.

Work with Children and with Schools

A third undertaking this year has been the organization of an efficient Department of Work with Children and with the Schools. In the past children have borrowed their books over the main delivery desk, and have had no attention from any specially designated member of the staff. As a first step, we secured in November, the services of Miss Mary S. Wilkinson to take charge of the new department. Miss Wilkinson was unusually well qualified for her task. A graduate of the University of Illinois and of the Carnegie Training School for Children's Librarians, she had been in charge of children's work in Duluth, Minn., Superior, Wis., and St. Louis, Mo., and had organized the children's work in the Legler Branch of the Chicago Public Library, from which she came to us. She immediately addressed herself to the tasks of building up a collection of children's literature, and of planning the arrangement and equipment of the new Children's Room.

For the Children's Room we have remodeled the large room on the second floor, which for many years had stood unused and locked. Skylights were cut through the double roof, a concealed system of electric lighting installed, the radiators replaced by a modern type, re-located to allow wall space for book cases; many other changes were made, the room re-decorated, battleship linoleum laid, and shelving installed, re-built from the old cases that had been removed from the Book Room downstairs. The charging desk for this room, most of the tables, and all of the shelving, bulletin boards and other equipment, was designed by Miss Wilkinson and built under Mr. Lindquist's direction in the shops at the Hackley Manual Training School.

The new Children's room was opened March 25, 1922, with



FIREPLACE AND SEATS



TWO VIEWS IN THE NEW CHILDREN'S ROOM

a fair sized collection of books. It was immediately used by the children, who were at first very shy in the beautiful room and somewhat awed by free access to the shelves. It has been pleasant to watch the strangeness wear off and to see it succeeded by a sense of ownership which manifests itself in part in new borrowers brought by the old. Greater familiarity has also brought appreciation of the fact that a library is a place for lingering and browsing and not merely an exchange depot to rush into and out of.

Believing that the younger children should have an opportunity to read if they care to, and that they should be encouraged to enjoy good pictures and wholesome humor, we have extended the age limit for juvenile borrowers to apply to any child able to write his name. Each child, regardless of age, is required to sign his application himself, at the library, as we feel that his sense of responsibility for the care of the book is keener when he, rather than his parent, writes his name. Parent or guardian must serve as guarantor. In case the parent is unable to write, The Children's Librarian goes to the home, explains the need and asks him to make his mark. Juvenile re-registration was begun January 2, which means that an entirely new count of juvenile borrowers was begun on that date. During the six months ending June 30, 1,613 children have become active cardholders and borrowers from the Children's Room.

Special classes from the Hackley School have occasionally visited the Children's room to do supervised study; and two country schools have come in a body to visit and read. It is expected that this will become a regular part of the work during the coming year.

In order to put the book collection in shape for "Open-shelf" use, it was necessary to discard some 2,200 volumes which were either too old and dirty for future use, or too out of date to be practical or suitable for information. New books, well written and accurate historically and scientifically, were purchased to replace those worn-out. The new books have all been cataloged, and the work of re-classifying and re-cataloging the old is well begun.

The total number of juvenile books issued during the year was 47,066. Of these approximately 16,000 or one-third, were issued from the new Children's Room, between March 25 and June 30. Fiction amounted to 73% of all juvenile books issued for home use; but the fiction before March 25th amounted to 76% as contrasted with 62% since March 25th when the Room was opened. This would seem to indicate that children are reading not only more books, but better books, as the result of

the combination of an attractive room, more carefully selected book stock, and competent, trained assistance and guidance in their book borrowing.

Work with Schools

The task of remodeling and equipping a new Children's Room, organizing the Department and its work, building up a book stock, and getting the children's work well on its feet, has exacted so much attention and energy as to allow little opportunity for organizing work throughout the Public School System. Even had this not been the case, lack of funds forbade such extension.

However, a library room was equipped at the new Moon School, and a stock of 380 specially selected volumes placed there for the use of the children of the school—approximately a book per child enrolled in the school. Each Friday afternoon two members of the staff were in attendance, to advise with the teachers and children, and to issue books to the children for home use. It should have been possible for one assistant to do this alone but for the fact that the book stock was insufficient, so that one assistant had to discharge the whole collection as it was returned by the children each Friday, while the second assistant re-issued the books as fast as returned.

A considerable extension of the work with schools is planned for the next year, and is already in course of preparation.

Business and Technical Reference Work

The fourth undertaking to which we have addressed ourselves has been the reorganization of the Reference Work, and more especially the development of an adequate and efficient book stock in the fields of Business and Technology, appropriate to the needs of an industrial city like Muskegon. Hitherto there had been no special business or industrial collections, nor had any member of the staff been assigned especially to reference work. Miss Jean K. Taylor, of Waterbury, Conn., was appointed Reference Librarian on Jan. 1, 1922. A graduate of Colorado College and of the New York State Library School, she had had reference and other experience in the Columbia University Library, the Free Library of Endicott, N. Y., and in charge of the Technical and Business Departments of the Waterbury, Conn., Public Library. She has entirely reorganized the Reference Department, re-arranging and building up the book collection and supplementing it with a growing file of pamphlets and other ephemeral material. She has built up Business and Technical collections, which, though still small, are excellently selected and planned and afford a good working basis for present use and future growth. It is through this de-

partment especially that the Library hopes to appeal to the practical working and business men in the community. Although in actual operation but a few weeks, the department seems to have proved useful and popular. Many calls come in daily over the telephone on Miss Taylor's desk; and we have had many expressions of approval and appreciation from readers. The scope of the work done may be inferred from a few questions typical of those asked daily:

- List of real estate magazines published in Louisiana.
- Retail shoe selling.
- Colloid chemistry.
- Apparatus and method of burning oil as fuel in residences and small industrial plants.
- Foreign aerofoils.
- Cotton baling by hydraulic press.
- Preparation of paint pigments from organic dyes.
- Addresses of foundries in the United States.
- Glass moulding.
- List of newspaper clipping agencies.
- Insurance laws of Michigan.
- Automobile wiring.
- Patent specifications for concrete vaults.
- Specifications per cubic foot for concrete paving.

Requests for highway information are many, both from residents and tourists. The Library receives revised information on Michigan trunk-lines weekly from the Highway Department at Lansing, and its motor guides, railway guides, and vacation literature are in constant demand. Inquiries are also frequent for information on the Great Lakes-St. Lawrence Waterway, and the library has several times been able to render assistance to the Chamber of Commerce in preparation for hearings on this subject, and also for hearings at Lansing on freight rates, etc.

Book Stock

The fifth major task has been to build up an adequate book collection. The book stock last fall was in a serious condition, much of the non-fiction being out-of-date as to subject matter, and the fiction and juvenile sections in deplorable physical condition — ragged, dog-eared, dirty. The blame for such a condition can hardly be laid upon any previous administration or librarian, so much as upon insufficient book funds for many years past. It can not be expected that an institution from which the public is borrowing 100,000 volumes a year can long keep those volumes in good condition, and its collection fresh and up-to-date, when it is allowed the funds to buy fewer than one thousand books a year. Under such circumstances a seriously run-down book stock was inevitable. But the condition had to be rectified if the library was to function properly.

Nearly ten thousand volumes have been discarded either as

being dead wood, uselessly crowding our shelves, or as too worn and dirty to use. While this was a rather wholesale weeding-out process, it was done carefully and cautiously. To replace these, 4,598 new volumes have been added, all modern and filling definite needs. These additions were equally divided between the adult and juvenile departments; and about half the additions were fiction.

These changes have of course been beneficial; but the improvement appears much greater than is actually the case, since the mere removal of 10,000 useless and objectionable volumes would make the collection look better by their absence, and free the borrowers from the task of handling so many volumes they had come to call mere "junk." The addition of 4,600 new books has made a respectable beginning toward filling the more serious gaps in the book stock; but there is still much to be done if our collection of 60,000 volumes is to be more than a mere shell, and especially if we are to carry on any extension work outside the Hackley Library building, through the stations, school agencies, night school deposits, and other means.

"The Stranger Within Our Gates"—The Foreign Department

While these five undertakings have made first claim upon our effort and attention during the year, we have not neglected other opportunities. Muskegon has a considerable number of residents of foreign birth, many of them recent comers to America, unable to read our language, unfamiliar with our institutions and customs. To these people, if we live up to the example of the public libraries in other cities, the Hackley Library should render a distinct and appreciated service. We are attempting to develop our work in this direction. The room off the Delivery Room, on the Third Street side, which formerly was the "Reference Room," has now become the Foreign Department. Here are shelved, in separate sections, the Holland, Polish, Italian, and other foreign language books. We are gradually building up sizable collections, especially in Polish and Italian, although this is somewhat difficult, as suitable books in these languages are not easy to locate. The books we are gradually buying comprise (a) standard works in the foreign literature concerned, (b) translations into the foreign language of standard English and American works, (c) books in the foreign language about American history, industries, civics, and biography. Thus the new-comer in a strange country, even before he can read or speak its language, will find at the library the cheering welcome of books in his own language, which yet help to acquaint him with new world ways and customs.

Adjacent to these books in foreign languages we are arranging an extensive section of "Easy English Books", comprising

(a) books to help the individual learn English, especially designed for foreigners, and (b) books on American citizenship, history, and biography, written in elementary English, and yet appealing to adult intelligence.

This department is still merely in progress of organization, and it will take the better part of another year to get it well established. It is reasonable to anticipate that such a department in Muskegon's Public Library will function as has been the case elsewhere, doing a considerable and important work as an Americanizing agent, and meeting with grateful appreciation from the stranger — who is also the prospective citizen — within our gates.

Stations and Extension Work

The Delivery Station at Hickey's Drug Store, Muskegon Heights, and that at Runzel's West End Drug Store, Lakeside, were continued in operation during the year, in charge of Mrs. C. G. Lindquist. The Muskegon Heights Station was open every Saturday forenoon, and issued 4,164 volumes for home use. The Lakeside Station was open two afternoons a week—Wednesday and Saturday—and issued 11,017 volumes for home use.

As in previous years, books were sent to the community centers operated in connection with the Froebel and Nims night-schools, where they were lent for home use, although no record was kept at the schools of the actual number of books borrowed. Books were also lent, this year, to the newly opened Muskegon Heights High School, to supplement their school library; and to the Vanderlaan night school, where 290 volumes were borrowed for home use during the six weeks (18 evenings) that the books were there.

During the coming year we plan to develop this extension of the library's usefulness and to increase the number of stations and other agencies in various parts of the city.

Re-cataloguing and Classification

One of the most arduous undertakings of the past year has been the installation of new cataloguing methods and the beginning of a re-cataloguing of the entire library. As in operation last fall, the resources of the library were made accessible to the public through the medium of six different catalogues, located in various cabinets and on various tables about the lobby. As contrasted to the generally accepted principle of a single catalogue alphabetically arranged, this variety of catalogues was confusing. The cards in these catalogues were either typewritten, or, in a majority of cases, handwritten in pen and ink, and the form of entry on the cards was not such as the consensus of thirty years' experience by American libraries has shown to be easiest for the lay public to use. Moreover, many of the cards filed in the cat-

alogues represented obsolete material in old books and magazines, which if wanted, was indexed and more naturally to be looked for in other places than the card catalogue.

In the interests of efficiency of the staff and convenience to the public, it was obvious that the library must have a modern catalogue, and we began the preparation of such a catalogue in September. It is an undertaking that will easily last over three or four years, requiring, as it does, an enormous amount of careful, detailed work.

Three of the old catalogues have been abandoned altogether. A new catalogue, containing cards — approximately 14,000 — for all books added or recatalogued since September, occupies a cabinet adjacent to the old "subject catalogue." In the new catalogue, so far as obtainable, we are using the printed cards supplied at a nominal cost by the Library of Congress, supplementing these, where necessary, by typewritten cards in the same form. The entire system of cataloguing has been revised and put on a modern, standard basis.

In connection with the cataloguing, it has seemed advisable in many instances to reclassify certain groups or sections. For instance, fiction, which formerly was grouped by nationality of the author, is now arranged in a single alphabet according to authors, regardless of whether the author was American, English, or French. Similarly, the entire scheme of classifying and arranging juvenile books was abandoned for one not merely more modern, but more satisfactory for general use. Incidentally, it has been necessary to make new "book cards" (for charging purposes) for almost every book in the library.

The volume of current work in the Cataloguing Department allows little opportunity for work on the recataloguing of old stock, so that the process will necessarily require several years, as stated above. It may be pointed out that the Cataloguing Department is doing nearly eight times the volume of work which it has been accustomed to doing in the past, and that in all this work errors are easy and costly, so that carefulness is essential. During the past year, 9,527 volumes were withdrawn from the library — 18 times as many as the 551 of the year previous, which was an average year. Withdrawing books from the library does not mean merely taking them from the shelves and selling them to a junk man. Each volume must be looked up by the Cataloguing Department and canceled in the official shelf-list and accession book; and the catalogue cards must be found under their several headings and removed from the catalogue, all of which takes time and care. At the same time there have been added 4,598 volumes as compared with 1,303 a year ago, — three and-a-half times the customary volume of additions. A consider-

able number of details is involved in adding one book — making out the order to the dealer; ascertaining the "L.-C. card number" and ordering printed cards from the Library of Congress; filing the order card for the book; filing the printed cards for it, when received, to await the arrival of the book; checking up the shipment of books, when received, with the dealer's bill, the carbon copy of the dealer's order, and the "outstanding order" file; pasting book pocket and dating slip in the book; placing the printed catalogue cards with the book; classifying, accessioning, shelf-listing and cataloguing the volume; lettering and shellacing the back; making book card; filing the catalogue and shelf-list cards; and notifying, so far as possible, readers to whom the volume may be of interest.

For some of these processes we have employed High School girls, by the hour; but the bulk of the labor has fallen upon the staff, and especially upon those two or three who are especially assigned to the Cataloguing Department in addition to their other duties. In spite of the great increase in the volume of work in this Department, it is being handled much more expeditiously than was formerly the case, and new books are made ready for the public in a much shorter time than formerly.

Telephone Service

Six outside telephones were installed during the winter, and the library is listed in the new telephone directory. We want to persuade the people of Muskegon that the Hackley Public Library is their library, and their service bureau; and that it is a perfectly natural thing for the business man, or the housewife, or the mechanic, or the student to reach for the telephone and "ask the library" when he is confronted by a puzzling question. The library is not invariably able to answer the questions asked it; but the percentage of failure is amazingly low. Every one of the six telephones is used many times daily, and their use and the convenience they have afforded the inquiring public has amply justified their installation.

The Circulation of Books

The number of books issued for home use during 1921-22, as shown in Table I in the Appendix to this report, was 141,793. This is apparently a decrease from the 160,177 of the previous year, 1920-21. The decrease, however, is merely an apparent one. The figures of 1921-22 actually represent an increase of about 25% over the year previous. This is because it has hitherto been customary to include in the total of the year's circulation an estimated "school circulation," amounting, in 1920-21, to 48,297. As against this we are reporting nothing in our circulation this year, although the work with schools has undoubtedly been as

heavy as in previous years. In omitting these estimated figures we are following the recommendations of the American Library Association, which suggests that "the act of sending books from the library to any agency of any kind shall not be regarded as an issue to be counted in circulation," and "in no case shall there be any estimation of circulation."

Statistics of books circulated are reported for the VanderLaan night school, and not for the Froebel and Nims night schools, because at the former an actual record was kept by the attendant in charge, whereas such records were not kept at the other two schools.

A study of the statistics given in Table II of the Appendix shows that 76% of the total circulation has been fiction. Practically the same as the percentage — 78% — of a year ago, this is considerably higher than the ideal ratio between fiction and non-fiction; yet it is perhaps not too abnormal when we consider the closed-shelf conditions under which the public has had to ask for its books up to within the last few weeks of the fiscal year. At any rate, while continuing to encourage the reading of fiction — for fiction has its value and is to be commended — we are setting ourselves the task for another year of promoting the reading of serious, useful, thought-stimulating books. In other words, without discouraging reading for amusement, we hope to promote reading for information, self-improvement, or practical application.

Re-registration of Borrowers

In anticipation of the re-opening of the library on an open-shelf basis, and of the adoption of a new charging system, there was begun, in December, a "re-registration" of adult borrowers. All borrowers were asked to sign new application blanks and were given new serial numbers; and a new file was started of adult borrowers. Between December 1 and June 30, 2596 readers registered and became card-holders. This is in addition to the 1613 Juvenile registrants mentioned in the report of the work of the Children's Department, making a total of 4209 individuals who have become active borrowers since December.

Publicity

The past year has been one of such complete disorganization and re-organization, the physical difficulty of doing business at all was at times so nearly insurmountable, that it has not seemed advisable to undertake very much publicity. Nevertheless the librarian and the Supervisor of Work with Children have each used numerous opportunities to explain to various groups what the library is attempting, and the opportunities it affords; and lists of books and news articles about the library have appeared

very frequently in the daily paper. The Chronicle has shown a most cordial interest in all that we are undertaking in the library, and a friendly desire to cooperate and help us that has been both gratifying and encouraging. I am glad to express my appreciation of this helpful support.

The Staff

Personnel

A year ago the staff consisted of seven assistants and two pages. It now consists of ten assistants, the librarian's secretary, and four pages.

The following resignations have occurred during the year:

Miss Marjorie Cooke resigned in July, to be married.

Miss Helen I. Howe resigned September 1, to become librarian of the Muskegon Heights High School.

Mrs. Evelyn S. Kuizenga resigned February 14, in order to join her husband, who had accepted the pastorate of a church in Grand Rapids.

To fill the vacancies thus created, and to fill new positions, the following appointments have been made during the year:

Miss Alice Louise Le Fevre, a graduate of Wellesley College, was appointed September 15, as a general assistant.

Miss Irene M. Hansen was appointed, October 1, Secretary to the Librarian.

Miss Mary S. Wilkinson of Chicago was appointed November 1, Supervisor of Work with Children and with Schools. Her training and previous experience are noted elsewhere in this report.

Miss Jean K. Taylor, of Waterbury, Conn., was appointed January 1, Reference and Business Librarian. Her training and experience are described elsewhere in this report.

Miss Ruth W. Plumb, of Bennington, Vt., was appointed a general assistant January 1. A graduate of Syracuse University and of the Syracuse Library School, Miss Plumb has had experience in a number of libraries, more recently having organized and been librarian of the Public Library at Norfolk, N. Y., whence she came to us.

The Study Hour

During the year we have consistently encouraged the members of the staff to read and study, whereby they not only keep in better touch with modern literature and with current library progress, but also gain in professional spirit and interest. To this end we have so arranged the schedules that each member of the

staff is regularly assigned one "study hour" a week, in which to study the various texts and journals on library work and the book publishing trade, and the reviews and announcements of new books. As an offset to this hour for professional study on library time, members of the staff are expected to do a certain amount of reading on their own time.

Staff Meetings

We have also begun, this year, the holding of staff-meetings, usually every two weeks. At these meetings of the entire staff, part of the hour is devoted to a discussion of new books, or of certain types of books, or of current events, and part to various problems of library routine that are frequently arising and are of interest to the whole staff.

"Recruiting for Librarianship"

It is gratifying to point out, both as an indication of vigorous professional interest throughout the staff, and as this library's contribution to the American Library Association's plea to "recruit for librarianship," that one member of the staff, Miss LeFevre, is resigning in the fall to attend the Library School of the New York Public Library; and that two other members of the staff, Miss Sibley and Miss Hansen, have asked for short leaves of absence, which, with their vacation periods, they are spending at summer library schools. Miss Lotta Crabtree, who has been with us as a substitute since March, will enter the State University this fall, with the definite plan of following her college course with a library school course. Miss Louise Riblet, who is substituting through the summer, will return to college with the intention of attending library school later. We feel that this is a reasonably good record, for one year, for the staff of one library.

Spirit

Any report of the past year's work would be incomplete which did not point out the unusual combination of difficulties under which the staff worked, and the splendid spirit in which they met those difficulties. During all the turmoil and confusion of moving the book stock and remodeling the main floor, the staff was working under the old "closed shelf" system, which necessitated the hunting, fetching for borrowers, and re-shelving, of probably ten times as many books as were actually borrowed. From October to June books were being moved and shifted, sometimes two or three times, so that from day to day no assistant felt sure where anything belonged; and to aggravate the confusion the shelves were in disorder much of the time. As more and more books were moved from the old shelves directly back of the delivery counter, out into the east wing, the assistants had

to walk from two to four times as far for books, and in many cases go upstairs to the upper floor of the stack. Yet the staff issued 12,000 or more volumes a month—25% more than in normal times—which means that they went after fully 100,000 volumes a month; and this in turn means that each assistant hunted, under these difficult conditions, an average of 400 books a day. The distance each assistant traveled in a day, and the number of stairs she climbed can perhaps be guessed at.

To this was added the noise and dirt incident to knocking down and removing the old book cases, building the new cases, and cutting open the ceiling for skylights. The latter job lasted about a month, during which the air was full of the dense white dust of plaster, and plaster covered books, tables, floors, clothing, hair—everything. The pounding and hammering of the carpenters lasted all winter, and wore upon everyone's nerves. No layman can appreciate the unusual physical and nervous strain underwhich the staff has labored during the past year. Yet in spite of the confusion and noise and dirt, in spite of the new and unfamiliar methods which the new librarian was installing, the staff met every difficulty cheerfully and in good spirit, and worked loyally to give patrons the best possible service. I am glad to record my appreciation of the interest and willing co-operation which each member of the staff has given me, and of the whole-hearted way in which each has met the fatiguing work of these difficult months.

The Task Ahead

- Reviewing the past year's work, we see that it has dealt largely with problems of internal readjustment—renovating the book stock, modernizing methods, creating new departments, improving the service within the Hackley Library building. It must not be thought of any one of these tasks that "the job is done." But as we take stock of what has been done and what still remains to be done, it would seem that after having given a year's intensive effort to problems within the library building, it is high time we were looking out through the library doors and taking steps to build up the library's usefulness and activity outside its own walls, in all parts of the city.

A library in a city the size of Muskegon should have several real branches open approximately full time, provided with permanent book stocks, and in charge of experienced branch librarians. This was recommended in the Rush-Ranck Survey two years ago, and this is how libraries in other Michigan cities are reaching their public. There is very evident need of several such branches in Muskegon. In preparing our tentative budget for 1922-23, we included the establishment of one such branch in the Jackson Street neighborhood, where the need is perhaps

greatest, but under the urgent necessity of reducing the budget to the lowest terms, we were compelled to drop the thought of this or any other branch for the present year.

The Board of Education and the library should, however, have some definite, constructive plan in mind for the future growth of the library's usefulness; and such a policy must inevitably include some plan for extension work through a branch system. Furthermore, the financial burden of establishing several branches in any one year would probably be too heavy to be justified, so that a conservative normal plan for growth should anticipate the establishment of one branch each year for the next two or three years, and the establishment of minor agencies to serve those districts which do not justify full branches or in which we are not yet financially able to install such branches.

Three sections in which the need of full branches is most urgent are the Jackson Street district, the Fairview community, and the Lakeside district where we now have a station, but where the need and the opportunity far outrun the ability of a station to cope with them. In addition to these full branches, stations similar to the present Lakeside station are needed in several localities, and we hope soon to install them in the Highland Park and Apple Street districts, and possibly elsewhere if our budget can be stretched to cover more stations.

Another direction in which the library should be making itself useful is in cooperation with the High School and the new Bunker Junior High School. The library should be operating a High School station in charge of a specially trained assistant, for the use of the High School students and instructors. Such a High School branch should be organized with the future Junior College in mind. The new Junior College will probably be a reality within two or three years, and its equipment should include an adequate library in proper quarters of its own, entirely separate from any study room, in charge of a thoroughly experienced and competent college librarian, as a branch of the Hackley Public Library system. It would succeed and absorb the High School library, which ought now to be in operation, but which the exigencies of our budget forbid at present.

We are about to install a school library in the new Bunker Junior High School, but again our budget forbids our putting this on the efficient basis that would make it really useful. We are able to supply about half the proper book stock, and we are not able to supply an experienced school librarian such as is needed for this library; nor even a full-time untrained assistant. We are able, however, to make a beginning at the Bunker School,

and hope that another year will bring a way of making this school branch a thoroughly efficient one.

All of these and other problems involved in expanding and extending the work of the library so that its helpfulness will reach to every section and community in the city, and ultimately in Muskegon County, are the tasks that logically await us in the coming year and for the next few years. We are trying to meet them not in an aimless way, but with a definite plan of growth.

In closing my report, I wish to express to the members of the Board of Education my appreciation of the confidence which I feel they have given me during the year, and of the sympathy and interest they have given to every one of the many problems I have brought to their attention. Many librarians struggle under the discouraging handicap of an apathetic or indifferent board. There is a satisfaction in knowing that every member of this Board has a desire to see the Hackley Library functioning efficiently as a public service bureau, and that each member can be counted on to give intelligent, sympathetic attention to any matter affecting the library. Such a condition helps to make both a better library and a better librarian.

Respectfully submitted,

HAROLD L. WHEELER

Librarian

APPENDIX

Table I: Summary of Circulation

1920-21	Books issued for home use	1921-22
	Hackley Library:	
61,813	Adult Department	75,025
39,070	Children's Department	47,066
		<hr/>
100,883	Total	122,091
8,135	Lakeside Delivery Station	11,017
2,862	Muskegon Heights Delivery Station	4,164
48,297	School Circulation	
.....	Moon School Station (juvenile)	4,231
.....	VanderLaan Night School Deposit	290
		<hr/>
160,177	Total Circulation	141,793
	Average daily circulation	399
	Largest issue in one day	924
	Number of active card holders,	
	adult, 2596; juvenile, 1613;	
	Total	4,209
	Books sent to Froebel Night School Station	401
	Books sent to Nims Night School Station	79
	Books sent to VanderLaan Night School Sta'n	175
	Books sent to Muskegon Heights High School	81
		<hr/>
	Total	736

Table II: Circulation of Books by Classes

Adult						
	Hackley Library	Lakeside Station	Muskegon Heights	Moon School	VanderLaan School	Total
General Works	215	3				218
Philosophy	766	28				794
Religion	374	4				378
Social Sciences	1,157	18				1,175
Philology	108	2				110
Science	789	4				793
Useful Arts	2,347	12				2,359
Fine Arts	1,305	29	1			1,335
Literature	2,581	47			1	2,629
History	1,376	54	1			1,431
Travel	1,847	30	5		2	1,884
Biography	1,164	24			1	1,189
Fiction	59,543	4,825	1,969		112	66,449
German	250					250
Holland	1,098	3	124			1,225
Polish	31					31
Other Languages	74					74
	<hr/> 75,025	<hr/> 5,083	<hr/> 2,100		<hr/> 116	<hr/> 82,324
Juvenile						
Science	1,442	55	1	169		1,667
Arts	1,174	38	3	50		1,265
History	1,024	44		114		1,182
Travel	1,377	40	6	187	1	1,611
Biography	1,020	27	12	152	2	1,213
Miscellany *	2,138	89	4	1,020	4	3,255
Fairy Stories	5,222	1,156	148	625	26	7,177
Fiction	33,669	4,485	1,890	1,914	141	41,099
	<hr/> 47,066	<hr/> 5,934	<hr/> 2,064	<hr/> 4,231	<hr/> 174	<hr/> 59,469
Total	122,091	11,017	4,164	4,231	290	141,793

* Juvenile books were not fully classified until March, 1922.

Table III: Books Added and Withdrawn

Number of accessioned books in Library June 30, 1921,		62,619
Added by purchase	4384	
Added by gift	94	
Added by binding	120	
Total added		4598
Worn out and discarded	5005	
Returned to Government Printing Office ..	4450	
Transferred to Art Gallery	51	
Burned, contagious disease	6	
Lost in circulation	8	
Lost or injured and paid for	3	
Discarded, other reasons	4	
Total withdrawn		9527
Number of accessioned books in Library June 30, 1922		57,690
Net decrease		4,929
Magazines bound during year	120	
Books rebound	849	
Books recased in old covers	232	

Table IV: Classified List of Books Added and Withdrawn

	Books in Library June 30 1921	Added	With- drawn	Total in Library June 30 1922
General Works	4,639	149	86	4,702
Philosophy	1,128	5	15	1,118
Religion	1,561	14	55	1,520
Sociology	3,961	125	109	3,977
Philology	373	8	97	284
Science	1,490	36	83	1,443
Useful Arts	1,950	411	85	2,276
Fine Arts	1,956	58	50	1,964
Literature	4,575	167	14	4,728
History	3,626	30	15	3,641
Travel	2,511	33	20	2,524
Biography	3,919	37	4	3,952
German	1,486	2	3	1,483
Holland	919	2	3	918
French	102	0	0	102
Polish	81	0	0	81
Hungarian	1	0	0	1
Swedish	15	0	0	15
Spanish	5	0	0	5
Public Documents	9,633	22	4,450	5,205
Fiction	11,920	1,142	2,302	10,760
Total Adult	55,851	2,241	7,391	50,701
Juvenile *	6,768	2,357	2,136	6,989
	62,619	4,598	9,527	57,690

* The Library has hitherto kept no classified record of its juvenile book stock, so that itemized figures can not be given until obtained by an inventory and actual count.

Table V: Financial Statement; 1921-22

Receipts	
Tax Levy	\$ 4,000.00
Library Fines, etc.	1,012.68
Penal Fines, from County Treasurer	2,040.59
Interest on Daily Bank Balance	51.12
Short Term Loans	10,000.00
Miscellaneous Receipts	95.06
Interest from Library Endowment Fund	10,731.23
Julia E. Hackley Educational Fund	26,726.59
	<hr/>
	\$ 54,657.27
Less overdraft, July 1, 1921	134.23
	<hr/>
	\$ 54,523.04
Expenditures	
ADMINISTRATION	
Salaries, Librarian and Assistants	\$ 15,564.95
Office Expenses and Supplies	2,362.84
Other Expenses of Administration	110.71
	<hr/>
	\$ 18,038.50
OPERATION	
Janitors' Salaries	\$ 2,376.20
Fuel	934.94
Light	1,053.17
Night Watchman's Expense	44.78
Building and Janitor Supplies	462.98
Water	10.89
Other Expenses of Operation	154.64
	<hr/>
	\$ 5,037.60
MAINTENANCE	
Building Repairs	\$ 11,161.08
Equipment Repairs	430.67
Rebinding Books	649.58
Other Expenses of Maintenance	21.30
	<hr/>
	\$ 12,262.63
FIXED CHARGES	
Insurance	\$ 1,142.40
	<hr/>
	\$ 1,142.40
CAPITAL OUTLAY	
Furniture, Fixtures and Apparatus	\$ 9,483.16
Prints, Photos and Views	29.96
Magazines, Journals and Newspapers	869.11
Books	6,276.96
	<hr/>
	\$ 16,659.19
OTHER PAYMENTS REFUNDED IN RECEIPTS	
Repairs, Building	\$ 21.11
Night Watchman Expenses	44.78
	<hr/>
	\$ 65.89
	<hr/>
	\$ 53,206.21
Cash on hand July 1, 1922.....	1,316.83
	<hr/>
	\$ 54,523.04

HACKLEY PUBLIC LIBRARY

Table VI: Budget, 1922-23

Estimated Receipts	
Tax Levy	\$ 16,552
Library Fines, etc.	950
Penal Fines, from County Treasurer	2,000
Interest on Daily Bank Balance	50
Interest from Library Endowment Fund	13,540
Julia E. Hackley Educational Fund	28,476
	<hr/>
	\$ 61,568
Estimated Expenditures	
ADMINISTRATION	
Salaries, Librarian and Assistants	\$ 23,570
Office Supplies and Expenses	1725
Other Expenses of Administration	200
	<hr/>
	\$ 25,495
OPERATION	
Janitors' Salaries	\$ 2700
Fuel	1500
Light	1000
Night Watchman's Expenses	60
Building and Janitors' Supplies	200
Other Expenses of Operation	200
	<hr/>
	\$ 5660
MAINTENANCE	
Building Repairs	\$ 300
Equipment, Repairs and Replacement	200
Rebinding	1525
Other Expenses of Maintenance	50
	<hr/>
	\$ 2075
FIXED CHARGES	
Insurance	\$ 2550
DEBT SERVICE	
Debts Payable	\$ 3588
CAPITAL OUTLAY	
Real Estate
Equipment, Furniture, Fixtures	\$ 1700
Books	12000
Prints, Photographs and Views	300
Magazines, Journals, Newspapers	1200
	<hr/>
	\$ 15200
DEFICIT on 1921-22 Budget	7000
	<hr/>
	\$ 61,568

Table VII: Statistics

*Arranged according to American Library Association revised form
Annual report for year ending June 30, 1922*

Name of Library—Hackley Public Library.

City—Muskegon, Michigan.

Name of Librarian—Harold L. Wheeler.

Date of founding—May 25, 1888.

Population served (1920 census)—Muskegon, 36,570.

Muskegon Heights, 9,514

Assessed valuation of Muskegon—\$51,195,003.

Rate of tax levy for library purposes—.078 mill on the dollar.

Assessed valuation is 100% of true cash value.

Terms of use—Free for lending and free for reference to citizens of
Muskegon and Muskegon County.

Total number of agencies—Six, consisting of Main Library, 2 stations,
1 school station, 3 night school stations.

Number of days open during year (Main Library)—363.

Hours open each week for lending (Main Library)—75.

Hours open each week for reading (Main Library)—79.

DECREASE

	Adult	Juvenile	Total
Number of volumes at beginning of year	55,851	6,768	62,619
Number of volumes added during year by purchase	2,027	2,357	4,384
Number of volumes added during year by gift	94		94
Number of volumes added during year by binding	120		120
Number of volumes lost or withdrawn during year	7,391	2,136	9,527
Total number at end of year	50,701	6,989	57,690

USE

	Adult	Juvenile	Total
Number of volumes of fiction lent for home use	66,449	41,099	107,548
Total number of volumes lent for home use	82,324	59,469	141,793

REGISTRATION

	Adult	Juvenile	Total
Number of borrowers registered since Dec. 1, 1921	2,596		
since Jan. 1, 1922		1,613	4,209
Total number of registered borrowers	2,596	1,613	4,209

Registration period—three years.

Number of newspapers currently received—13 titles, 14 copies.

Number of periodicals currently received—272 titles, 280 copies.

Number of staff, library service, 15, including 4 pages.

Number of staff, janitor service, 4, including 2 part time helpers.

John Vander Laan, M. D., President
Paul S. Moon, Secretary
Charles W. Marsh, Treasurer
Edward B. Dake William H. Wilson
Louis C. Walker

Louis C. Walker, Chairman
Paul S. Moon **William H. Wilson**

Harold L. Wheeler.....	Librarian
May V. Sibley.....	Assistant Librarian and Cataloguer
Mary S. Wilkinson.....	Supervisor of Work with Children and with Schools
Jessie C. Moon.....	Head of Circulation Department
Jean K. Taylor.....	Reference Librarian
Ruth W. Plumb.....	Assistant
Irene C. Lindquist.....	Assistant
*Alice L. LeFevre	Assistant
*Irene A. Kooi.....	Assistant
Neva D. Austin.....	Assistant
Mildred D. Shannon.....	Substitute
Eleanor L. Chamberlain.....	Substitute
Helen E. Valk.....	Substitute
Irene M. Hansen.....	Secretary to the Librarian
Joyce Frissel	Page
Paul Lund.....	Page
George Fonger	Page
John Oldenburg.....	Page
*Resigned July 16, 1922	
*Resigned September 1, 1922	

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"Selling" the Library to its Owners



**ANNUAL REPORT
OF THE
HACKLEY PUBLIC LIBRARY
MUSKEGON, MICHIGAN,
1922 - 1923**

HACKLEY PUBLIC LIBRARY
Third Street and Webster Avenue

Telephones

- 4166 For miscellaneous inquiries.
7372 Children's Room.
4266 Librarian's Office.
7272 Main Delivery Desk, for renewals and reserves.
7271 Reference, Business and Technical Department.

Library Hours

Adult Department: Main Floor
Open week days 8:30 a. m. to 10:00 p. m.
for reading, reference and lending.
Open Sundays and Holidays from 2:00 to 6:00 p. m.
for reading only

Children's Room: Second Floor
Open on school days 8:30 a. m. to 9:00 p. m.
Open Saturdays and school vacations
9:00 a. m. to 6:00 p. m.
Closed Sundays and Holidays

The Library is closed May 30, July 4, Thanksgiving Day,
Christmas

Delivery Stations

- Beidler Street Station — Spleidt's Drug Store,
142 Beidler St. Mondays and Thursdays,
2:00 to 5:00 p. m.
Bluffton Station — Bluffton School, Cherry St.
Thursdays, 3:00 to 5:30 p. m.
Highland Park Station — Meinhardi's Drug Store,
112 Lake St. Saturdays, 2:00 to 5:00 p. m.
Lakeside Station — Runzel & Son, West End Drug Store
Wednesdays and Saturdays, 2:30 to 5:30 p. m.
Muskegon Heights Station — City Drug Store, L. D.
Hickey, Proprietor. Saturdays, 9:00 to 11:30 a. m.
South End Station — Moon School,
Tuesdays, 2:00 to 5 p. m.

“Selling” the Library to its Owners

**Being the
Annual Report
of the
Hackley Public Library
1922 - 1923**

MUSKEGON, MICHIGAN

1923



LIBRARY EXHIBIT IN UNION NATIONAL BANK

Hackley Pub. Lib.
9+.
12-7-1923

HACKLEY PUBLIC LIBRARY
ANNUAL REPORT OF THE LIBRARIAN

Year Ending June 30, 1923

September 1, 1923

TO THE BOARD OF EDUCATION,
MUSKEGON, MICHIGAN.

Gentlemen:

I present herewith the annual report of the Hackley Public Library, covering the year 1922-1923.

As the principle task during 1921-22 was one of remodeling and reorganization, so the chief problem of the year just ended has been one of advertising and salesmanship, of popularizing the new library and making its use by the public justify the expenditure of money and of effort that was required in the previous year's modernization.

The library, a year ago, was not receiving the use that it should receive in a community as large as Muskegon. The majority of the citizens were still uninformed as to the new policies and methods in force or the resources that the library offered. In short, here was a plant representing a considerable investment, capable of functioning on a fairly large scale, yet unappreciated by a large proportion of the public to whom it belonged, and consequently "producing" only to a fraction of its capacity. This certainly was not a paying investment for the tax payers whose money it represented; and it was the business of the library to rectify the trouble.

"Selling the Library"

We have, therefore, during the past year, conducted a continuous and more or less intensive campaign of publicity to make the library and its resources known and appreciated by its owners, the people of Muskegon. Being amateurs at any form of publicity, and having no local advertising club whose help we could ask, we put into practice our own advice to "Use your Public Library" and "Find it in books," and planned our publicity from the literature available on the library shelves.

This was based on two elementary principles of advertising. The first of these is continuity — keeping the advertised product in the minds of prospective users. To this end the library

has issued carefully chosen lists of books on various subjects, distributing them not so much across the charging desk as outside the library to people who were not library users. For instance, from the birth notices in the "Chronicle," personal letters, inclosing a list on "Better Babies," were mailed to all new mothers. Lists on motor-touring, automobile repair, etc., were printed in the Automobile section of the "Chronicle;" lists on golf, basketball and other sports on the Sporting page; agricultural lists in the Farming section, etc. A list on stenography and office methods was distributed among the office buildings by an assistant in person. This took valuable time, but it paid, because in almost every office she answered questions, cleared up misunderstandings, and left — sometimes among people who had never thought of the library seriously — a new impression of it as a real business asset.

Through the courtesy of the Consumers Power Company and the United Home Telephone Company, library advertisements were printed on the backs of electric light and telephone bills. Slides were run in all the Schlossman theaters including the Strand at Muskegon Heights, and at the Rivoli at Lakeside. Framed cards, eleven by fourteen inches, were placed in the hotels, railroad stations, and other public places, and a smaller card of invitation was placed under the glass dresser top in every bedroom at the Occidental and Muskegon Hotels. Slips have been distributed in pay envelopes at a number of the factories and foundries.

In spite of the fact that the library has been almost a landmark for a third of a century, there are still many people who have no idea where it is — or even that it exists. So on all publicity we have tried to include the street address and the information "Two blocks back of Occidental Hotel." By permission of the City Manager, a double-faced steel sign, directing strangers to the library, was attached to the electric light post at the hotel corner on Western Avenue.

Exhibits

All of these things contributed to the element of constant repetition, and brought permanent results. For our main effort, however, we depended on another principle of advertising and selling — Display your goods. If this principle plays an important part in every other retail business, it is even more essential to the library, which unlike most other businesses, has to overcome a wide-spread ignorance of its goods. The best remedy for this is the actual sight and handling of the books themselves — books on the problems and interests of every man and woman in Muskegon.

Hence the library undertook a number of exhibits at various places where the books would be seen by people who never used the library. The first was a booth at the annual

Farm Festival in the Armory, conducted in October by the County Farm Bureau. On a large table a general assortment of books was placed on subjects ranging from salesmanship and automobile repair to fruit growing, sign painting and popular biographies. No fiction was included. A library assistant was on duty at all times to answer questions, take "reserve" requests for books and explain how easily the library can be used. The exhibit was repeated a month later, with some modifications, when at the recommendation of the Chamber of Commerce, the Metropolitan Club gave the library a similar booth at its "Merchants' and Manufacturers' Exhibit."

A larger exhibit was shown in the lobby of the Union National Bank, during the first ten days of December, using a number of tables, and displaying, with appropriate show cards, groups of books on agriculture, "Better Business," "Books about your Job," books of interest to women, Easy English books for foreigners, etc. Here again an assistant was on duty. Most of the people who viewed this exhibit were patrons of the Union Bank. It was therefore repeated, at intervals, in all the downtown banks. These armory and Bank exhibits were very successful. "I never supposed the library had this kind of books," was the general comment. "Well," said one man, as he studied a diagram in a book on automobile repair, "There's something I've been trying to find out for the last six months. Who'd ever have expected to find it in a library book!" Many people learned for the first time that they could use the library; many learned for the first time that there is a library in Muskegon. A very large increase in both borrowers and circulation accompanied and followed the exhibits.

For another type of exhibit we were indebted to the Leahy Company, for the use of their large front window. For this exhibit we borrowed from the Youngstown Public Library a large painting, "Read Books about your Job." Books on industries and trades were displayed with the painting, attracting much attention, in spite of the cold, blizzardy weather of that week, and again there was a noticeable response in new borrowers.

In all publicity there are two ideas that we have especially tried to emphasize. The first is "No red tape," and the fact that the library is so easy to use. The second is the sense of personal ownership — that the library is not just a building to show visitors, but is a service plant that belongs to each citizen; that his tax money supports it and it serves a purpose in his daily life.

This publicity campaign has cost very little money. An expert on library publicity has recently ventured the state-



EXHIBIT AT METROPOLITAN CLUB'S 'MERCHANTS' AND MANUFACTURER'S EXPOSITION'
STATE ARMORY

ment that the average library, at an expenditure of five per cent of its total budget, should be able to get thirty per cent increase in circulation in any given year. The Hackley Library, largely from a campaign of publicity costing about one-half of one per cent of its budget, has achieved a forty-eight per cent increase in its circulation, built up a reference and telephone service of considerable proportion, and awakened a growing public interest in the library and a recognition of it as a factor in the city's affairs. In some measure those results are attributable to the library's policy of extending its service to different sections of the city, and in some degree to a natural tendency following the removal of restrictions. In large measure, however, they can be traced directly to the publicity campaign.

Circulation Department

The total number of books issued for home use in 1922-23 was 209,786. This was an increase over the 141,793 of the previous year of 48 per cent, as stated above, and an increase over the recorded circulation, 111,880, of 1920-21 of 87½ per cent. Of this total circulation, 161,203 volumes were issued from the main library building, 20,307 volumes were lent from the four stations, Lakeside leading with 9,983, and 28,176 volumes were lent from the seven school stations at Angell, Bunker, Froebel, Moon, Nims, and Wilson Schools, and for a short time the North Muskegon School.

Reduced to a per capita basis — 209,786 volumes issued among 50,000 residents — these figures mean that the Hackley Library has a circulation of 4.2 books per capita of population, as compared with 3.2 a year ago. Many cities do somewhat better than this, but the average circulation per capita of population is between three and four. Another basis on which to compare Muskegon with other libraries is the circulation per assistant. Including pages, part-time unskilled clerical helpers, etc., and reducing to a full time basis, places our staff, for statistical purposes, at fifteen, making a circulation of 14,000 volumes per assistant, which is the average in well managed libraries. In compiling such figures, it perhaps hardly needs to be pointed out that, although the library belongs to and is supported by only one community, Muskegon, it is actually serving, and drawing many of its borrowers from a second community, Muskegon Heights. Accuracy demands that the total of both cities be used as the basis of statistical comparisons. If the figures were compiled on the basis of Muskegon alone, the showing would be considerably better.

Character of Reading

A detailed summary of the circulation is given in Table II of the Appendix to this report. From this it will be seen



THE NEW READING AND REFERENCE ROOM
REMODELED FROM THE OLD CLOSED BOOK-ROOM

that, aside from fiction, which is always by far the most popular class in any library, the group most in demand has been the "useful arts" class, which includes most of the section on business, office methods, etc., and the sections on trades, engineering, and agriculture. Closely following in popularity was the literature class, including poetry and drama, which has indeed been enjoying a country wide wave of popularity. Next best in circulation came the fine arts, travel, and the social sciences. The relatively large demand for books of these types would seem to indicate that Muskegon people are reading not merely books for amusement and recreation, and not merely books of practical, material application, but a great deal of that valuable type of literature which combines enjoyment with profit, provokes thought and broadens the whole mental outlook. Table III of the Appendix illustrates the comparative interest in different types of literature before the war (1913-14), during the war (1917-18), and after the war (1920-21); and also as affected by the reorganization of the library (1921-22), and the publicity campaign (1922-23).

The proportion of fiction to other works borrowed, which was 79 per cent in 1921-1922, has this year dropped to 71 per cent, due in some measure, perhaps, to the fact that non-fiction of various classes was so emphasized in the various exhibits and other publicity. The fiction per-centage in most American libraries runs between 65 and 75 per cent, so that Muskegon is now well down to normal. It should not be inferred, however, that books, reading and library circulation can arbitrarily be divided into "fiction" and "serious" works, and that the reading of fiction is to be deplored or anologized for. Much of the world's finest and most serious literature has been in the form of fiction. This whole subject has recently been interestingly discussed in the "Outlook" of June 20, 1923, by Mr. Arnold Mulder, a Michigan novelist and journalist, and a trustee of the Holland Public Library, whose series of articles "Adventures in the Library" has been appearing in the Muskegon Chronicle and other papers during the past year. Yet, while non-fiction is sometimes trivial, and fiction can not be dismissed as "trash", a large proportion of modern fiction is very light and of the purely "entertaining" type; and the fiction per-centage of a library's circulation is, to a certain degree, a fairly dependable index of the value of the reading done in the community. The comparisons presented in Table III of the Appendix indicate that there is a very noticeable and continuing improvement in the reading taste of Muskegon.

Rental Collection

In September there was installed a "Duplicate Rental Collection," comprising extra copies of the most popular

current books, over and above the usual number of copies bought for the free shelves. These extra copies are rented at two cents per day; and as soon as any book pays for itself it is transferred to the free shelves. In this way there are as many (and ultimately more) than the usual number of free copies for readers who do not wish to borrow Rental copies, and many additional copies, which the library could not otherwise afford, for those who are anxious to get the newest books promptly and are willing to pay a small fee to make this possible. While fiction comprises the bulk of the collection, other works are included when there seems to be a large but probably temporary demand for them. Among such books the collection has included Robinson's "The Mind in the Making," "Mirrors of Washington," and "Papini's "Life of Christ," which for some time was a "best seller" among non-fiction. The collection has proved extremely popular and successful.

In the ten months ending June 30th, 320 books had been bought for the collection, representing an investment of \$426.72. On this date 125 volumes had paid for themselves and been transferred to the free shelves, leaving 195 volumes in the collection, partially paid for. Most of these, of course, are recent purchases. During the ten months, the circulation from this collection was 3084 volumes, yielding an income of \$289.03.

Book Losses

Since the time of the reorganization last year, when the open-shelf system was adopted, and the public given access to the bookshelves, the question has occasionally been asked whether this is safe; are we not apt to lose a great many books in this way? To which the answer was made that the public as a rule is honest and will not abuse the privilege; and that in any case book losses due to an open-shelf system are a part of the "overhead" cost of doing business on a modern basis, and of giving the maximum satisfaction to the community. It was not possible to take an inventory and check up on the losses last year; but a complete inventory of the entire library system was made in May and June of this year, covering the books missing in a two year period. Two hundred forty five books were found to be missing; but persistent search is steadily cutting these figures down. Out of a collection of 65,000 volumes, this is a remarkably small loss for a two year period. A list of the number of missing books, by classes, is given in Table V of the Appendix.

Registration

More than one person in every four is a library borrower; or, including the population of Muskegon Heights, about one person in five is a library patron. During the year there were

registered 6,142 new borrowers, making a total of 10,353 different individuals who have become borrowers from the library since the re-registration was begun in January 1922. Of these 6,051 are adult, 3,454 having been registered during the year; and 4,302 are juvenile, of whom 2,688 were registered during the year. If we adopt the basis usually followed for census estimates of five people to the average family, there is a library borrower for every family in Muskegon and Muskegon Heights. These figures compare favorably with the registration statistics in other American cities, although there is still opportunity for improvement.

Stations and Extension Work

In addition to the stations at Hickey's Drug Store, Muskegon Heights, and Runzel's Drug Store, Lakeside, two additional stations were opened this year. The Highland Park Station at Meinhardi's Drug Store, Lake Street, was opened February 17th, one afternoon a week, and has circulated 1061 volumes during four and a half months. The Bluffton Station, opened June 1st at McGowan's Restaurant, Lake Michigan Park, and operated two afternoons a week, circulated 299 volumes during June.

During the year collections of books were also placed in the Nurses' Quarters at Hackley and Mercy Hospitals, and in the Central and No. 4 Fire Stations. Books were provided both last summer and this year for the Blue Lake Camp for Crippled and Under-nourished Children; and books were sent in June to the Y. M. C. A. camp at Duck Lake. None of these books are included in the count of circulation.

Reference Department

The Reference Department — so called for brevity, but including also the Business and Technical Departments — represents an entirely different phase of the library's activities from that of the Circulation Department. The circulation of books, while involving the element of quality, is largely a matter of quantity, and can be measured in statistics. Reference work, though we are doing it in quantity, is chiefly a matter of quality, is intangible and can not well be measured. Yet it is perhaps the more important of the library's contributions to the community. An attempt was made, during the year, to keep track of the number of questions asked, and a total of 5,200 were recorded; but at least as many more went unrecorded.

These questions ranged all the way from what to name the new baby, to requests for statistical material for legislative hearings at Lansing and Washington, and were asked by all kinds of people from school students to manufacturers, workmen, city officials and the Chamber of Commerce. Some

questions could be answered immediately. Others required hours or days of search. Following are some questions typical of those asked daily:

- Where in Muskegon are baby clinics held?
- When and from what point do the Ludington busses run?
- Names and addresses of practical nurses (during epidemic and frequently since).
- How to remove chewing gum from child's garment.
- What voting precinct do I live in?
- Dynamic balancing of engine crank shafts.
- Amount of rise and fall in Lake Michigan in recent years.
- What proportion of the earnings of industry goes into profits? (for a Chronicle editorial)
- Number of motor trucks and freight cars in the United States and their respective ton-capacity. (for Chamber of Commerce)
- Special type of apparatus for testing fuel and gas.
- Number of persons employed, male and female, and wages paid in certain industries in Muskegon during each of last twelve years (for Chamber of Commerce).
- Legal and financial data relative to dunes park (for Chamber of Commerce)
- What four American cities rank first in home owning? (for Chamber of Commerce)
- How to destroy vegetation in water (for city engineer).
- Laws concerning holding religious meetings in school houses.
- How to remove pitch from automobile body without removing varnish.
- List of manufacturers of rock crushers.
- List of sewer contractors in Chicago (for City Clerk).
- How to remove scorch marks from white dress.
- Boat schedules, Toronto to Montreal.

How Far Will the Library Go to Give Service?

The library has sometimes been asked how far it will go in order to give service. It is a matter of professional pride with the entire library staff to leave no source untried in the effort to answer a legitimate question. In many cases information asked for is not printed anywhere, and the library tries to get it by correspondence or telephone, or in some other way. Often the data wanted, though printed, are not among the library's resources; and we enlist the aid of the Library of Congress, government bureaus, university libraries, or other large technical or reference libraries. Occasionally photographic copies are secured for local readers of technical articles in journals which larger libraries are unwilling to lend us. The question on the dynamic balancing of engine crank shafts was one on which the Reference Librarian worked over a period of months, getting assistance from several large reference libraries, the editors of three technical journals, several university professors of mechanics, the United States Patent Office, and the engineering experts of a number of manufacturing concerns.

Hundreds of other questions have received equal attention and care, though perhaps less time. For, while this kind of

service can not be measured in statistics, it is one of the library's most valuable contributions to the community, and one that most justifies the library as an investment of public funds.

Work with Children and with Schools

The chief aim and interest in the Children's Department during 1922-23 has been the development of the work with schools. This followed two lines: one, the establishing of book collections in public schools remote from the main library; and the other, the strengthening of the school reference work in the Children's Room.

With an improved book stock and an awakened library interest among the children it was possible to show to them that even "kids' books" might have a definite practical value apart from that of giving joy, and to teach them how to use the books as tools in preparing their lessons. Naturally, the most intensive work was with the history and geography classes from the Hackley, Mann and Nelson schools. Some of the English classes from these buildings have visited the Children's Room to learn the arrangement of the shelves and their relation to the catalogue. Each noon has found the room well filled with children taking notes on special assigned topics, and very often it has been crowded to capacity.

The majority of the children who use the library in the afternoon and evening come to exchange their books and to browse among the shelves. They like the personal touch and call upon the assistants for help in finding "another good book", so that unconsciously the range of their interests is being extended. The parents, too, who select books for the children unable to come to the library prefer to have suggestions from the assistants. For the sake of continuity in this individual work it is most desirable to have a regular Children's Room staff, each member of which is familiar with children's books.

Following the plan of placing books in the public schools, inaugurated in January, 1922, at the Moon School, similar collections were placed in the Bunker Junior High School, November 6, the Froebel School, November 14, the Nims School, February 8, 1923, the Angell School, February 13, and the VanderLaan Summer School, June 29. With the exception of the Bunker School, each of these stations has been open for circulation one half-day every week during the semester. Three of them were also open during the summer session of six weeks.

The Bunker School Library, with a room of its own, was open for circulation three afternoons a week with one assistant in charge. The presence of the Junior High School brought a different element into the work, introducing a need for



THE NEW CHILDREN'S ROOM

organized reference work and making possible a few lessons in the use of encyclopedias, dictionaries and the catalogue. Stories were told twice in the ungraded room and once in the kindergarten. In the main, however, it was possible to do little more, in three afternoons a week, than to issue and discharge books. The new budget will make it possible to put the Bunker School library on an effective basis with a trained librarian in charge at all times, as in other cities. The coming year should see notable results in increased value of the library to the pupils, the teachers, and the community.

A special collection of books was purchased for the work with schools, some 2,500 volumes being ready for use with the opening of school in September. Because of lack of assistants the books were not all placed until February. Then their enthusiastic reception by the children — who never forget library day — and cordial welcome by the teachers, have clearly proved the filling of a long felt want.

In January the North Muskegon School made an urgent request for books for the children. This was answered experimentally with about one hundred volumes put in the care of the fourth grade teacher, Mrs. Cora Jackson. The books were issued weekly and were read not only by the children but by the parents as well. More books should be sent to this school, at least one volume per child; but, although we recognize the need, both in North Muskegon and in nearby county schools, from which we get frequent appeals for books, we are unable to meet such calls; first, because of lack of books, and second, because we are not in a position to give such service outside our legitimate territory, the City of Muskegon. This involves the question of county library service, which is discussed elsewhere in this report.

A splendid increase in circulation is reported from the Muskegon Heights station with a proportionate increase in new borrowers registered. Much of the interest thus manifested was aroused by the efforts of Miss Ratliff, Supervisor of the Grade Schools, who felt that the Heights children had an especial need of more books and reading. The sixth grade children walked from the Heights to the main library once each semester under her escort to see the Children's room and learn how to select and borrow their books.

A similar increase from the Lakeside district is not at once apparent, owing to the fact that many children who in previous years had borrowed from the Lakeside station, this year transferred their cards to the Bunker School library. Many new children also registered at the school, having heard for the first time that there was a library for their free use. As a matter of fact there is an increase of 98.5 per cent in

the actual number of books issued in this neighborhood rather than a decrease as might appear from the station statistics.

Plans for the coming year include a more thorough organization of the work in the main Children's Room, the opening of the Bunker Station as a full time school library, as noted above, the opening of at least one more school station, at the VanderLaan School, and service at the present school



FIRE PLACE SEATS IN CHILDREN'S ROOM

stations for more periods a week, thereby perhaps making possible the development of a more valuable type of service than the congestion of circulation has hitherto permitted.

Catalogue Department

One of the busiest departments, though one little in evidence, is the Catalogue Department. Here the orders for all new books are handled, the books themselves classified, catalogued and made ready for use, and old books no longer fit for service are withdrawn from the library records and discarded. During the year 10,227 new books were added to the library, and 1,114 volumes were discarded as no longer suitable for use, a net gain of 9,113, making the total number of volumes in the library at the end of the year 64,640. The additions and withdrawals are summarized in detail in Table IV in the Appendix.

Re-cataloguing

As stated in the annual report of last year, the necessity of re-cataloguing the entire library is pressing. A collection of books, no matter how large or how good, loses much of its

value if its contents are not easily available to the public. The demands of current work have been so heavy, and the attention of the Catalogue Department has necessarily been given so continuously to the prompt cataloguing of new books, that little headway has been possible in the re-cataloguing of the main collection. Nevertheless, some progress has been made. The entire fiction section has been re-catalogued — some 10,000 volumes in addition to current purchases — and the cards filed in the new catalogue. All of the poetry, drama and outdoor sports sections have been not only re-catalogued, but re-classified, to bring all the poetry and drama together in two adjacent groups, instead of scattering them in half a dozen different places as formerly, and to subdivide according to activity the miscellaneous section of sports. The biography section is now in process of re-cataloguing, and will be finished probably in the spring.

The library contains more than 5,000 bound Government Documents, and many thousands of unbound but very valuable documents, which are arranged only by department and bureau and have never been adequately catalogued. Some of the most useful of these sets are now being classified, bound, when advisable, shelved with their related material, and thoroughly catalogued. Among these are the Technical Papers of the U. S. Bureau of Mines, and the various series of publications of the Bureau of Standards, which contain material bearing on local manufacturing problems. The Bulletins and Farmers' Bulletins of the Department of Agriculture are now being similarly cared for; and other sets will be handled as rapidly as possible. In this way material of great usefulness is being made accessible at small cost.

During the past year approximately 36,000 catalogue cards have been typed and filed, making a total of 50,000 cards now in the new catalogue. At the same time about 7,000 shelf-list cards have been made and filed. Much more headway could be made by the Catalogue Department if funds were available for another typewriter and for more student typist help after school hours.

The Staff

Personnel

The staff now comprises thirteen assistants and four part-time pages, with two new positions authorized in next year's budget.

The following resignations have occurred during the year: Mrs. Irene V. Kooi resigned July 16, 1922, to give her full time to the duties of housekeeping.

Miss A. Louise LeFevre resigned September 1, in order to attend the Library School of the New York Public Library. She has just finished her course there, and under the new

budget we are re-appointing her, this time as librarian of the Bunker School library.

Miss Eleanor M. Chamberlain resigned April 18, to accept a position at the University of the Philippines, Manila.

To fill the vacancies thus created, and to fill new positions, the following appointments have been made during the year.

Miss Neva D. Austin was appointed an Assistant July 16, 1922.

Miss Mildred D. Shannon was appointed an Assistant November 1, 1922.

Miss Alma M. Sollers was appointed an Assistant December 19, 1922.

Miss Helen M. Cochrane was appointed a Senior Assistant January 29, 1923. A graduate of the University of Illinois, she had had experience for some years in the Danville, Illinois, Public Library, the library of the University of Illinois, and elsewhere. She was a student at the Library School of the University of Illinois at the time of her appointment.

Miss Anne Funk was appointed School Assistant January 29, 1923. Miss Funk was a graduate of the summer library course at the University of Illinois and had had several years experience as Children's Librarian at the Danville, Illinois Public Library.

Salaries

We have experienced rather serious difficulty in getting trained, competent people to fill some of our vacancies in the last year or two. This is perhaps due in part to the fact that we have demanded thoroughly qualified people and have been offering salaries somewhat smaller than are being paid by other libraries for people with qualifications we demand. This difficulty has in some measure been corrected by the salary adjustments in the newly adopted budget for 1923-24. It may be recalled that we have been months trying to fill each one of the various vacancies; in one case it took us seven months, and in another case a year to fill a position at \$1350. It is easy to lose an assistant to another library. It is hard to fill her place. And these protracted vacancies and changes in personnel do no good to the library or its service.

Looking Ahead

Building Addition Needed

The library's great and pressing need is more room. An addition to the building is a necessity which looms not in the future but today. The shelves are now, and have been for months past, so crowded that it is not possible to put up books properly. We can not stop buying books if we wish to

continue as a live asset to the city. Neither can we discard from our book stock to make room for new books without being grossly extravagant. Furthermore, the reference work is handicapped by sharing the same room as the circulating collection and receiving the divided attention of the reference staff. The reference collection is far from complete or adequate; yet its growth is at a standstill for lack of shelf space because the shelves are so crowded that it is a problem to find room for another volume. The library should have a good collection of maps; they are an essential element in any reference collection. We have practically none. Maps are awkward to handle; they must be kept flat and filed in receptacles designed for the purpose. There is not a place available in the building for their proper care. The same is true of other kinds of material, both for reference and circulation use — music, a picture post card collection for travel study, etc. Most libraries of to-day circulate player-piano and phonograph records. We can not handle either, although the public is asking for both. None of these things are "frills"; they would be of daily practical value to teachers and others, and are part of the equipment and service of many libraries smaller than our own.

I would recommend that in the very near future the present stack wing be extended fifty feet, carrying it behind the Art Gallery; that the stacks be removed and the present stack room remodeled into a reference room, much as the present reading room was remodeled from an old stack room, but probably at less expense; that alcoves be built along the west side of the present reading room to match those now on the east side; that the entire circulating collection, or the great bulk of it, except the business and technical books, be shelved in this room; that the reference, genealogical, business and technical collections be shelved in the new reference room, where the stack wing now is; that the bound magazine files, of which we now have over 600 very congested shelves full — 1,500 running feet — which is rapidly increasing, together with the government documents and surplus stock be shelved in the proposed stack extension, which will also provide shelf room for the normal growth of book stock for years to come. The present wing was erected in 1902, when the library had only 36,000 volumes, and the entire old closed book room was available to carry the bulk of that load. To-day we have 65,000 volumes, and the number must increase every year; and the open Reading Room will accommodate less than one third the number of books that it held as a stack room.

This need is most urgent and pressing; and I earnestly recommend that the Board of Education take early steps to

get estimates on the cost of such addition and remodeling, and consider whether this work can not be done during the coming spring and summer. The expense will have to be met within the very near future unless the library's book stock and service is to retrograde. To postpone or delay it will handicap the work of the library and will serve no purpose of economy. I hope that the Board may see the way to take this matter up very soon.

Extension of the Library's Activities

There are directions, however, in which the library can and should increase its service, without incurring any heavy expense. Hospital library service is needed and has been asked for by both the Hackley and Mercy Hospitals. We expect to



Courtesy of American Library Association

COUNTY LIBRARY BOOK TRUCK AT A MINNESOTA MINING TOWN

inaugurate such service in the fall, when an assistant from the staff will visit each hospital at least two afternoons a week, going through the wards with a hospital book truck full of books and magazines. This will merely bring to Muskegon on a small scale a service that the libraries of many other cities are giving their hospitals on a much larger scale.

We also hope to increase the number of stations and agencies through which the library distributes its books to all parts of the city.

A Branch for Muskegon Heights

The present service at Muskegon Heights is far from adequate or satisfactory either to the library or its patrons at the Heights. The popularity of the station at Hickey's Drug

Store and the demands upon it long ago outgrew our ability to handle them in the cramped and crowded space at our disposal. It is eloquent of Mr. Hickey's good-nature and his spirit of co-operation that he has not protested at being crowded out of his own drug store by the several hundred people who come on Saturday mornings and use it for nothing more than a branch library. A community as large as the Heights with its 12,000 population, needs and should have a permanent branch library with adequate quarters, open approximately full hours and with a regular branch librarian and helper in charge. Unfortunately the Heights is not a part of the city of Muskegon; so that the Hackley Library can not very well spend its funds on rental and service outside its rightful limits. If the City of Muskegon Heights should be sufficiently interested and saw its way to making a modest appropriation that would cover rental, equipment and maintenance of adequate quarters in the business section, the salary of a branch librarian and probably a helper, and part of the cost of the book stock, the Hackley Library could then give real service to the Heights, providing better service and more books at much less cost than the Heights or any community could give itself without the resources and co-operation of a large, established library. Until Muskegon Heights is in a position to make some such arrangement as this, we are hardly justified in trying to develop our station there beyond its present scope; for Muskegon tax-payers would properly question our right to spend funds raised by Muskegon taxes on activities outside the city.

County Library Service

The library has had many urgent calls for service in a much larger field, namely, the whole county. During the last year there seems to have grown and spread rapidly through the county an interest in the development of the Hackley Library into a Muskegon County Library, and the extension of its service throughout the county. Under the laws of the state (Act 138 of the Public Acts of 1917) it is possible for the County Supervisors to contract with the Hackley Library to give such service. If the County would appropriate \$10,000 annually it would mean a tax levy of about one eighth of a mill, that is, twelve cents — the price of a package of cheap cigarettes — on a thousand dollars. Such a tax levy and appropriation, backed up by the resources of the Hackley Library, would make it possible to establish a permanent branch in each of the six or eight larger communities, provided the community would furnish quarters and a competent local custodian; stations could be established in smaller communities and ultimately in every rural school-house;



Courtesy of American Library Association

COUNTY LIBRARY BOOK TRUCKS VISITING FARM HOMES

ABOVE, ELKHART, INDIANA; BELOW, EVANSTON, ILLINOIS

and motor-truck book service over regular routes would bring books to well-nigh every farmhouse and home in the county, depending of course on accessibility and other factors. Such county libraries have been in successful operation many years elsewhere. They embody the element of co-operation, bringing to the whole county an efficient library service, which none of the individual communities could remotely approach by itself. Branch library quarters and custodian would probably be available in most communities at little or no expense; but the state constitution and statutes provide that in each county the annual income from penal fines shall be distributed to townships and used solely for library purposes. It may not be pooled and made part of the general county appropriation; but it may be used by the townships for the maintenance of branch quarters. The annual income from penal fines is not very great, but it could be made a valuable asset to the townships when applied in this way.

Here is a real opportunity for service, and the logical direction in which the library's activities should expand. It is to be hoped that before long some arrangement may be made whereby every resident of the county may get the benefit of the investment in money and in literature which the Hackley Library represents.

This, then, is the field for future endeavor — extension of the library's service through increased outlets, both in the City of Muskegon and throughout the county, as the opportunity arises. And in the meantime some definite plan should be formulating for a building addition, so that the present handicap may be removed and provisions made for future increase of the library's resources.

In closing this report I would point out that whatever success has attended the library's efforts to reach and to please the public is due to the individual members of the staff, whose contact with the public enables them to contribute suggestions of value, and who have entered whole-heartedly into the execution of every plan. And again I would express to the Board of Education my appreciation of their continued sympathy, understanding and confidence. To librarian and staff alike it is a satisfaction and an incentive to serve, at the direction of an able, interested Board, a community that is generous and cordial in its appreciation of the library's purpose to be of greater service.

Respectfully submitted,

HAROLD L. WHEELER

Librarian

APPENDIX

Table I: Summary of Circulation

Books issued for home use

Hackley Library:	1920-21	1921-22	1922-23
Adult Department	61,813	75,025	99,319
Children's Department	39,070	47,066	61,984
Total	100,883	122,091	161,303
Lakeside Delivery Station	8,135	11,017	9,983
Muskegon Heights Delivery Station	2,862	4,164	8,964
Highland Park Delivery Station			1,061
Bluffton Delivery Station			299
School Circulation (estimated)	48,297		
School Stations (Juvenile)		4,231	27,917
Temporary School Agencies		290	259
Total Circulation	160,177	141,793	209,786
<hr/>			
Average daily circulation		399	685
Largest issue in one day (Main Library)		924	1,384
Number of active card holders,			
Adult		2,596	6,051
Juvenile		1,613	4,302
Total		4,209	10,353
<hr/>			
Books sent to Hackley Hospital Nurses Quarters.....			134
Books sent to Mercy Hospital Nurses Quarters.....			30
Books sent to Central Fire Station.....			70
Books sent to No. 4 Fire Station.....			72
Books sent to Blue Lake Children's Camp (June 15) ..			155
Books sent to Y. M. C. A. Camp, Duck Lake (June 23)			30
Books sent to Muskegon Heights High School.....			50
Total			541

Table II: Circulation of Books by Classes

Adult							
	M in Library	Lake- Side	Musk. Heights	High'd Park	Bluff- ton	School Sta'ns	Total
Periodicals	631	631
General Works	167	167
Philosophy	1,016	11	4	2	1,033
Religion	497	5	12	1	515
Social Sciences	1,599	23	4	14	6	2	1,648
Language	137	4	141
Science	1,524	9	12	9	18	3	1,305
Useful Arts	3,952	16	32	58	9	10	4,077
Fine Arts	2,773	41	13	41	2	2,870
Literature	3,604	51	5	13	3,673
History	1,589	41	11	16	1	1	1,659
Travel	2,312	75	43	29	3	2	2,464
Biography	1,618	21	5	18	2	1,664
Fiction	75,774	5,886	3,493	847	75	144	86,219
Foreign	2,396	2,396
	99,319	6,183	3,618	1,061	115	166	110,462
Juvenile							
Periodicals	89	1	90
General Works	17	4	21
Philosophy	24	5	1	30
Religion	494	7	53	347	901
Social Sciences	4,081	7	41	32	3,249	7,710
Fairy Tales	6,737	267	572	46	3,889	11,511
Language	1	1
Science	1,356	10	30	4	911	2,311
Useful Arts	1,229	22	27	2	688	1,968
Fine Arts	1,826	16	21	3	628	2,494
Literature	1,854	18	37	10	1,134	3,053
History	1,853	27	19	8	1,267	3,174
Travel	2,173	26	71	6	1,098	3,374
Biography	1,538	11	19	3	964	2,535
Fiction	38,713	3,388	4,451	70	13,829	60,451
	61,984	3,800	5,346	184	28,010	99,324
Total	161,303	9,983	8,964	1,061	299	28,176	209,786

Table III: What Muskegon People Read

Showing the shifting interest of adult readers as affected by the war, by the reorganization of the library and by its publicity campaign.

	Before the War	During the War	After War Before Reor- ganizing	During Reor- ganizing Before Publicity	After Reor- ganizing During Publicity
	1913-14	1917-18	1920-21	1921-22	1922-23
General Works	154	67	102	218	798
Philosophy	474	640	719	794	1,033
Religion	290	394	248	378	515
Sociology, etc.	1,004	909	1,161	1,175	1,648
Languages	79	46	70	110	141
Science	479	422	693	793	1,305
Useful Arts	1,132	1,276	1,689	2,359	4,077
Fine Arts	1,171	702	1,151	1,335	2,870
Literature	1,972	1,449	2,032	2,629	3,673
History	890	2,653	1,712	1,431	1,659
Travel	1,908	985	1,436	1,884	2,464
Biography	868	977	1,161	1,189	1,664
Fiction	37,316	33,929	48,255	66,449	86,219
Foreign	1,382	1,374	1,389	1,580	2,396
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
	49,119	45,823	61,788	82,324	110,362

Table IV: Classified List of Books Added and Withdrawn

Adult				
	Books in Library June 30 1922	Added	With- drawn	Total in Library June 30 1923
Periodicals	3,999	257	1	4,255
General Works	590	39	1	628
Philosophy	1,118	78	2	1,194
Religion	1,520	51	2	1,569
Sociology	3,977	310	48	4,239
Languages	284	93		377
Science	1,443	262	9	1,696
Useful Arts	2,276	627	40	2,863
Fine Arts	1,964	192	15	2,141
Literature	4,728	420	9	5,139
History	3,641	232	1	3,872
Travel	2,524	142	5	2,661
Biography	3,952	132	5	4,079
German	1,485		2	1,483
Holland	918			918
French	102			102
Polish	81		1	80
Italian	0	20		20
Spanish and Hungarian	6			6
Swedish	15	66		81
Public Documents	5,205	28	14	5,219
Fiction	10,760	2,929	216	13,473
Total Adult	50,588	5,878	371	56,095

Juvenile				
Including School Collection				
Periodicals	113			113
General Works	91	2		93
Philosophy	6	3		9
Religion	77	65	4	138
Sociology	183	376	31	528
Languages		3		3
Science	213	132	51	294
Useful Arts	144	110	9	245
Fine Arts	184	166	8	342
Literature	206	190	19	377
History	292	315	21	586
Travel	289	188	49	428
Biography	249	221	17	453
Fairy Tales	372	461	33	800
Fiction	2,520	2,117	501	4,136
Total Juvenile	4,939	4,349	743	8,545
Total for Library	55,527	10,227	1,114	64,640

Magazines bound during year 251
Books rebound 1519

HACKLEY PUBLIC LIBRARY

Table V: Books missing at Inventory, 1923

Preliminary Report

These figures will be materially reduced as books are located and checked off the list during the fall months.

Adult	
Fiction	52
General Works	1
Philosophy	4
Sociology	6
Natural Science	3
Useful Arts	21
Fine Arts	8
Literature	8
History	2
Travel and Description	6
Collected Biography	1
Individual Biography	6
Polish	2
Holland	1
Total	121
Juvenile	
Fiction	68
Non-fiction	56
Total	124
Grand Total	245

Table VI: Financial Statement; 1922-1923

Receipts	
Tax Levy	\$ 16,552.00
Library Fines, etc.	1,528.96
Income from Duplicate Rental Books	276.82
Penal Fines, from County Treasurer	1,624.78
Interest on Daily Bank Balance	86.96
Miscellaneous Receipts	55.43
Interest from Library Endowment Fund	13,637.19
Julia E. Hackley Educational Fund	30,929.34
	<hr/>
Cash on hand July 1, 1922	\$ 64,691.48
	1,316.83
	<hr/>
	\$ 66,008.31
Expenditures	
ADMINISTRATION	
Salaries, Librarian and Assistants	\$ 21,957.87
Office Expenses and Supplies	2,509.78
Other Expenses of Administration	214.02
	<hr/>
	\$ 24,681.67

OPERATION

Janitors' Salaries	\$ 2,749.40	
Fuel	1,667.10	
Light	1,404.87	
Night Watchmans Expense	40.34	
Building and Janitor Supplies	303.49	
Water	23.02	
Other Expenses of Operation	145.26	
		<hr/>
		\$ 6,333.48

MAINTENANCE

Building Repairs	1,484.71	
Equipment Repairs	46.29	
Rebinding Books	1,605.22	
Other Expenses of Maintenance	3.50	
		<hr/>
		\$ 3,139.72

FIXED CHARGES

Insurance	\$ 1,203.46	
		<hr/>
		\$ 1,203.46

CAPITAL OUTLAY

Furniture, Fixtures and Equipment	\$ 3,447.87	
Real Estate	53.93	
Books	14,275.26	
Magazines, Journals and Newspapers	1,233.28	
Prints, Photographs and Views	24.75	
		<hr/>
		\$ 19,035.09

DEBT SERVICE

Bills Payable (Short term loan)	\$ 10,000.00	
Interest	202.50	
		<hr/>
		\$ 10,202.50

OTHER PAYMENTS REFUNDED IN RECEIPTS:

Night Watchman Expenses and Supplies	40.33	
		<hr/>
		\$ 64,636.25
Balance on hand July 1, 1923		1,372.06
		<hr/>
		\$ 66,008.31

HACKLEY PUBLIC LIBRARY

Table VII: Budget, 1923-1924

Estimated Receipts

Tax Levy	\$ 14,456
Library Fines, etc.	1,500
Penal Fines, from County Treasurer	1,500
Interest from Library Endowment Fund	12,600
Julia E. Hackley Educational Fund	26,714
	<hr/>
	\$ 56,770

Estimated Expenditures

ADMINISTRATION

Salaries, Librarian and Assistants	\$ 27,960
Office Supplies and Expenses	2,300
Other Expenses of Administration	600
	<hr/>
	\$ 30,860

OPERATION

Janitors' Salaries	\$ 3,000
Fuel	1,700
Light	1,400
Night Watchman's Expenses	60
Building and Janitors' Supplies	200
Water	25
Other Expenses of Operation	350
	<hr/>
	\$ 6,735

MAINTENANCE

Building Repairs	\$ 900
Equipment Repairs and Replacement	200
Rebinding	1,700
Other Expenses of Maintenance	50
	<hr/>
	\$ 2,850

FIXED CHARGES

Insurance	\$ 1,700
	<hr/>
	\$ 1,700

CAPITAL OUTLAY

Furniture, Fixtures and Equipment	\$ 1,125
Books	12,000
Prints, Photographs and Views	300
Magazines, Journals, Newspapers	1,200
	<hr/>
	\$ 14,625
	<hr/>
	\$ 56,770

Table VIII: Statistics

Arranged according to American Library Association revised form

Annual report for year ending June 30, 1923

Name of Library — Hackley Public Library.
 City — Muskegon, Michigan.
 Name of Librarian — Harold L. Wheeler.
 Date of founding — May 25, 1888.
 Population served (1920 census) — Muskegon, 36,570.
 Muskegon Heights, 9,514
 (1923 estimate) — Muskegon, 45,000
 Muskegon Heights, 12,000
 Assessed valuation of Muskegon — \$52,646,978.
 Rate of tax levv for library purposes — .314 mill on the dollar.
 Assessed valuation is 100% of true cash value.
 Terms of use — Free for lending and free for reference to citizens of
 Muskegon and Muskegon County.
 Total number of agencies — Thirteen, consisting of Main Library, 4
 stations, 8 school stations.
 Number of days open during year (Main Library) — 361
 Hours open each week for lending (Main Library) — 81
 Hours open each week for reading (Main Library) — 85

INCREASE

	Adult	Juvenile	Total
Number of volumes at beginning of year	50,588	4,989	55,527
Number of volumes added during year	5,878	4,349	10,227
by purchase, 9769			
by gift, 207			
by binding 251			
Number of volumes withdrawn during year	371	743	1,114
Total number at end of year	56,095	8,545	64,640

USE

	Adult	Juvenile	Total
Number of volumes of fiction lent for			
home use	88,615	60,451	149,066
Total number of volumes lent for .			
home use	110,462	99,324	209,786

REGISTRATION

	Adult	Juvenile	Total
Number of borrowers registered during year ..	3,454	2,688	6,142
Total number registered borrowers	6,051	4,302	10,353

Registration period is three years; but a complete re-registration was begun January 1, 1922, and the above figures represent borrowers registered since that date.

Number of newspapers currently received — 13 titles, 14 copies.
 Number of periodicals currently received — 310 titles, 351 copies.
 Number of staff, library service, 17 including 4 part time pages.
 Number of staff, janitor service, 4, including 1 part time helper.

**HACKLEY PUBLIC LIBRARY
BOARD OF EDUCATION**

1923-1924

John Vander Laan, M. D., President
 • William H. Wilson, Secretary
 Charles W. Marsh, Treasurer
 Edward B. Dake William H. Marquardt
 Louis C. Walker

LIBRARY COMMITTEE

Louis C. Walker, Chairman
 William H. Marquardt William H. Wilson

LIBRARY STAFF

Harold L. Wheeler.....	Librarian
May V. Sibley.....	Assistant Librarian and Cataloguer
Mary S. Wilkinson.....	Supervisor of Work with Children and with Schools
Jessie C. Moon.....	Head of Circulation Department
Jean K. Taylor.....	Reference Librarian
Irene M. Hansen.....	Secretary to the Librarian
A. Louise LeFevre.....	Librarian, Bunker School
Ruth W. Plumb.....	Senior Assistant
Helen M. Cochrane.....	Senior Assistant
Irene C. Lindquist.....	Senior Assistant
Anne Funk.....	In Charge of School Stations
*Neva A. Oslund.....	Junior Assistant
Janice V. Ranson.....	Junior Assistant
Mildred D. Shannon.....	Junior Assistant
Alma M. Sollers.....	Junior Assistant
Edra L. Russell.....	Junior Assistant
Marian Ashley.....	Junior Assistant

*Resigned September 15, 1923.



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"Following Through"—
And Then What?



ANNUAL REPORT
OF THE
HACKLEY PUBLIC LIBRARY
MUSKEGON, MICHIGAN
1923-1924

HACKLEY PUBLIC LIBRARY
Third Street and Webster Avenue

Telephones

4166 For miscellaneous inquiries.
7372 Children's Room.
4266 Librarian's Office.
7272 Main Delivery Desk, for renewals and reserves.
7271 Reference, Business and Technical Department.

Library Hours

Adult Department: Main Floor
Open week days 8:30 a. m. to 9:30 p. m.
for reading, reference and lending
Open Sundays and Holidays from 2:00 to 6:00 p. m.
for reading only

Children's Room: Second Floor
Open on school days 8:30 a. m. to 9:00 p. m.
Open Saturdays and summer vacation
9:00 a. m. to 6:00 p. m.
Closed Sundays and Holidays

The Library is closed May 30, July 4, Thanksgiving Day,
Christmas

Delivery Stations

Beidler Street Station — Spliedt's Drug Store,
142 Beidler St. Mondays and Thursdays,
2:00 to 5:00 p. m.
Bluffton Station — Bluffton School, Cherry St.
Tuesdays, 3:00 to 5:30 p. m.
Highland Park Station — Meinhardi's Drug Store,
112 Lake St. Saturdays, 2:00 to 5:00 p. m.
Lakeside Station — Runzel & Son, West End Drug Store,
Wednesdays and Saturdays, 2:30 to 5:30 p. m.
South End Station — Moon School,
Tuesdays, all day.
Jackson Avenue Branch—207 Jackson Ave.
Mon., Wed., Fri., 7:00 to 9:15 p. m.
Tues., Thur., Sat., 12:00 to 6:00 p. m.

“Following Through”— And Then What?

**Being the
Annual Report
of the
Hackley Public Library
1923-1924**

**MUSKEGON, MICHIGAN
1924**



Courtesy American Library Association

THE LIBRARY'S DISPLAY OF TRAVEL BOOKS IN THE WINDOW OF WM. D. HARDY & CO'S STORE

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HACKLEY PUBLIC LIBRARY
ANNUAL REPORT OF THE LIBRARIAN

Year Ending June 30, 1924

October 1, 1924

TO THE BOARD OF EDUCATION,
MUSKEGON, MICHIGAN.

Gentlemen:

I present herewith the annual report of the Hackley Public Library for the year ending June 30, 1924.

The usefulness of the Library has shown marked increase in several directions during the past year.

Who Uses the Library?

One measuring stick of the library's growth is the "circulation" — the number of people who are borrowing books, and the number of books they are borrowing.

As of June 30, 1924, there were 14,641 regular borrowers of books, which is forty per cent more than the 10,353 borrowers a year ago. Estimating the population of Muskegon and the Heights at 56,000, this means that more than one person in every four, for both cities, is a library patron. Estimating five people to the family, it means that there is a library borrower for every home in both cities, and enough left over to supply another borrower to half the homes. Of course the actual distribution of borrowers is not so even; there are undoubtedly many homes to which library books do not penetrate. But these fifteen thousand borrowers come from every section of Greater Muskegon, and represent every occupation and interest.

Circulation of Books

These patrons of the library, during the past year, have borrowed 280,535 books, for home or business use. This was a thirty-four per cent increase over the number borrowed the previous year, and practically double the number borrowed in 1921-22. These 280,535 volumes, pro-rated among the 56,000 people of Muskegon and the Heights, mean a per capita borrow-

TWO YEARS' GROWTH

1921 - 22

1923 - 24

GROWTH	Population of Muskegon			
	1922	40,000		Gain
	1924	45,000	12.5%	
	Volumes in Library			
	1922	57,690		
	1924	70,772	22.6%	
	Annual Circulation			
	1922	141,793		
	1924	280,535	98.%	
	Circulation per Capita			
COST	1922	3.54		
	1924	6.23	76.%	
	Number of Borrowers			
	1922	4,209		
	1924	14,914	254.3%	
	Borrowers = per cent of Population			
	1922	10%		
	1924	33%	230.%	
	Number Distributing Agencies			
	1922	7		
	1924	17	142.8%	
	What it Cost: Expenditures			
	1922	\$53,206.		
	1924	\$56,634.	6.4%	
	Number of Staff			
	1922	12		
	1924	16	33.3%	

ing for the year of 5 books; or of 6.25 books among the 45,000 population of Muskegon alone. They mean that each of the 14,641 registered borrowers read an average of more than 19 books. They mean that the people of Muskegon, in the past year, have read, for recreation, for inspiration or for practical information, a pile of books nearly six miles high.

What Do People Read?

Fiction comprised a large part of this total, as is always the case in any public library. Yet, in spite of the fact that each month sees the library lending a greater and greater number of books, there is a continuing decline in the proportion of fiction to the total. Two years ago fiction was 79 per cent of the library's circulation; a year ago it was 71 per cent. The past year has brought it down to 68 per cent, which is a very normal and healthy proportion indeed.

The reading of fiction does not need to be explained or defended, however, for the term "fiction" includes not only the "classics" but the many modern stimulating and worthwhile novels. It may be asked, "Are the classics read in these days?" They are — provided they are available in attractive, good-type editions. Readers today will not struggle with fine print. A brief investigation of the library shelves recently showed that, of eleven adult copies of "Oliver Twist," eight were "out" in circulation, and only three on the shelves; and these three had been borrowed eleven, six and twelve times respectively during the last six months; twelve of the fourteen adult copies of "Lorna Doone" were "out", and the two that were "in" had been read respectively eleven and ten times in six months; only one of the four copies of "Sense and Sensibility" was "in," and it had been read five times in three months. Other "classics" seemed equally popular when good editions are available. Thackeray has not been so popular, probably because the library has no large-print edition of his works.

Next to fiction, books on the practical subjects, business, industries, trades and technology, were borrowed most by adult readers, comprising sixteen per cent of the non-fiction. "Literature," including poetry, drama, and essays, was second in popularity, making up twelve per cent of the non-fiction. Other popular subjects were the fine arts, travel, history and science.

Branches and Stations

Another indication of the library's growing usefulness is the increasing number of stations and other agencies through which the library is "taking the books to the public" in all



LIBRARY SERVICE TO PATIENTS IN A WARD AT HACKLEY HOSPITAL

A leading psychiatrist says it is almost impossible to over-estimate the therapeutic value of reading

parts of the city; and the increasing use which is being made of these stations. The station at Muskegon Heights had to be discontinued in March, because it had grown too big to be accommodated in rent-free quarters in any store, and the city of the Heights was unable to make any provision for library service on a more adequate basis by contract. However, the interest and desire for a branch library is strong at the Heights, and very possibly another year will see a satisfactory solution of the problem.



LIBRARY SERVICE AT MERCY HOSPITAL

To children especially are books and the hospital librarian a boon

In spite of the closing of the Heights station, the total patronage of the stations has more than doubled during the year. The Bluffton station, lending under three hundred books in June, 1923, when it was opened, issued nearly a thousand books in several months of 1924, although open only one afternoon a week. The Beidler Street Station, opened in November, averaged about a thousand books per month throughout the winter and spring.

November also saw the beginning of library service to the Hackley and Mercy Hospitals. In each hospital a member of the library staff visits the wards two afternoons each week, with a rubber-tired wagon full of books and magazines for the



LIBRARY STATION FOR CHILDREN AT THE NIMS SCHOOL

Stations like this are maintained in some half-dozen grade schools more remote from the library. They are visited regularly by assistants from the Children's Room

patients. The service has been very successful and is popular both with the patients and the hospital authorities. The hospital librarian also looks after the needs of the nurses and the hospital staff. In these four afternoons per week, more than 1,200 books and magazines per month are circulated through the wards. Current magazines are as much in demand for this service as are books; and for this reason the library was especially grateful to the Colton News Agency and Matel's News Agency for the gift of many magazines, and to the Exchange Club and the Kiwanis Club, each of which met the cost of annual subscriptions to a number of magazines for the hospitals, thereby insuring dependence upon their regular receipt.

Sixty thousand books were issued from the half dozen school stations alone, more than double the number, 28,176, issued in 1922-23. The Bunker School Library was opened this year as a full time branch library, under the direction of a trained librarian, Miss Louise LeFevre; and the results justified the step, not merely in the number of books issued — 23,107, as compared with 7,980 the previous year when the library was open three afternoons per week — but in the reference service the library rendered to pupils and teachers, in the impetus it gave to voluntary, un-required reading, and in the way it functioned as a laboratory for every department of instruction.

Altogether, from the various stations and agencies throughout the city, 102,107 volumes were borrowed during the year — more than one-third of the library's total circulation, and more than double the 48,483 volumes circulated from the branches the year previous. The circulation per station was as follows: Muskegon Heights, until it closed in March, 7,100; Lakeside, 9,220; Highland Park, 3,743; Bluffton, 6,281; Beidler Street, 7,735; Hackley Hospital 4,110; Mercy Hospital, 4,097; Angell School, 6,203; Froebel School, 6,513; Moon School, 8,711; Nims School, 10,041; Vanderlaan School, 4,501; North Muskegon School, 664; Bunker School, 23,107.

These channels of book distribution are an important factor in the library's service to the whole community. There are still sections of the city not adequately served by the library — notably the Apple Avenue and Jackson Hill neighborhoods. We hope to be able to reach these during the coming year.

Reference Department

Still a third direction in which the library's usefulness has been growing is in the field of reference and informational service. This is a type of service which can not be measured in statistics; yet it is obvious that the library is becoming more



CHILDREN'S ROOM

and more widely known as the the information bureau which answers all sorts of questions, from household queries to occupational, industrial and business problems. It does not seem practicable to keep an accurate record of the number of questions asked; only 5,300 questions were recorded for the year; but the actual number of questions asked and looked up for readers is probably in the neighborhood of 15,000. More than half of these were asked by telephone, many of them by people who never come in person to the library. Following are a few questions illustrative of the practical use to which this department of the library is put.

How to take olive oil stains out of light colored wall paper.
Patents on automobile headlights.
Antique mirrors in interior decorating.
Addresses of steamship lines to South America.
Wiring design for 4-pole alternating-current electric motor.
Manufacture of soap from cocoanut oil.
Direction and velocity of wind in Muskegon, September 13, 1923.
Distillation of cedar and peppermint oils.
List of U. S. Merchant Marine vessels and their tonnage.
Selling and marketing truck-farm products.
What do toads do in winter.
U. S. Postal laws in regard to anonymous letters.
Petroleum cities of Oklahoma.
Effect of cooking tomatoes in an iron vessel.
Report of the Rome, Italy, convention of the International Chamber of Commerce.
A three act comedy for fifteen characters which contains no slang or drinking scenes.
Number of central electric light and power stations in the United States.

Children's Room

More than six thousand children under high school age are registered as borrowers from the Children's Room and its school stations — more children than are enrolled in the public grade schools of Muskegon, including the continuation school. These six-thousand-odd children have borrowed 137,320 books during the year, an average of about one book every two weeks per child.

More than half of these six thousand juvenile borrowers are patrons of the main Children's Room, from which they have borrowed 62,746 books during the year — a "turn-over" of more than ten times on the book stock of six thousand volumes. At certain hours every day the big Children's Room is filled to capacity, every chair and window seat — even the radiators — occupied, and many children standing.

It is interesting to observe how some of the energetic and resourceful teachers from near-by schools are using the Children's Room as a substitute or supplement to the text book method of teaching. One particularly alert teacher of history,

for instance, visits the library week by week, looking over and selecting material bearing on the period which her pupils will be studying two or three weeks hence. In this way, all through the year's work, her students have put aside on a special shelf for their use not only other histories relating to the period and events they are studying, but biographies, stories and other descriptive material which they are encouraged to make use of, so that they get from their history course not merely the stereotyped summary of the textbook's pages, but a more or less vivid mental picture of the life and customs and people and problems of the times they have been studying. This is the way a library should be used — as a laboratory to stimu-



LIBRARY STATION AT THE BLUFFTON SCHOOL

After school hours it is just as popular with adult readers

late the interest and imagination of children; and this sort of use, un-advertised and impossible to record in statistics, is worth more as an index of the library's service and value than all the statements of circulation per capita that could be brought forward.

Book Acquisitions

During the year the library added 9,360 new volumes, of which 8,351 were added by purchase, 319 by gift, and 690 by binding. At the same time 3,228 volumes were withdrawn as

too worn to be suitable for further use. The total book stock at the end of the year was 70,772 volumes.

In addition to cataloguing and preparing these current new books, the Cataloguing Department has re-catalogued some 2,500 volumes during the year. The task of re-cataloguing moves slowly because of the pressure of current work.

Staff

Perscnnel

The staff during 1923-24 comprised fifteen assistants and four part-time pages. Two new positions are authorized in the next year's budget.

Mrs. Neva A. Osland resigned September 15, 1923, to give her full attention to the duties of housekeeping.

To fill this and other vacancies, Miss Janice Ransom, Miss Edra Russell and Miss Marion Ashley were appointed Junior Assistants, September 1, 1923.

It is with a somewhat excusable pride and satisfaction that I record the fact that during the past summer Miss Mary S. Wilkinson, Supervisor of Work with Children and with Schools, was asked to give a course of instruction, in French, in library work with children and the selection of children's literature, at the Library School in Paris, and was granted several months' leave of absence for this purpose. Miss Wilkinson, at the Annual Conference of the American Library Association at Saratoga Springs, N. Y., during the first week of July, was elected Chairman of the Children's Librarian's Section of the Association.

Your librarian was elected President of the Michigan Library Association at its annual conference in Kalamazoo, October 18, 1923, and has been serving in that capacity for the past year.

Study

The library continues the practice of holding frequent staff meetings for the discussion of library problems, of current literature, and of assigned problems in the selection of books for various types of readers. We have continued, too, the scheduling of a "study hour" per week for each member of the staff. It is stimulating and inspiring to observe, however, the amount of professional reading and study which each assistant — of her own initiative, without suggestion from the librarian — does at home in her free hours for recreation.

During the present summer three members of the library staff, Mrs. Jessie Moon, Miss Alma Sollers, and Miss Mildred Shannon, have been attending the eight weeks' summer course in library methods at the University of Michigan, losing their



THE READING AND REFERENCE ROOM

In this room two dissimilar activities—reference and research on the left, and popular book borrowing on the right—are handicapping each other's efficiency. A new Reference Room should be built, and this room devoted exclusively to "circulation".

vacations and a month's pay in order to do so, although they knew before they went that they would receive no promotion or increased salary on account of these library courses when they return to Muskegon. Their attitude in this matter was, "If we are going to do library work, we want to do our best. This summer library course will make us more valuable to the library, even if we get no more pay. We'll be able to give better service to the public after taking the course; and we've decided we'll do it anyway." This spirit animates the whole library staff; and it is the element which makes the library not a mere passive book exchange, but a vitalized instrument for economic, intellectual and cultural progress in the community.

Looking Forward

Extension of Service

As we look ahead and plan for the future, it is evident that there are three objectives toward which we should be bending our efforts. One of these is the extension of the library's usefulness to include service to the Heights and the development of a County Library System to reach every corner of Muskegon County. This is a duty which rests upon us; it was discussed more fully in the annual report of last year. Each of these projects depends upon the interest and cooperation of areas outside the city of Muskegon, leading to contracts for library service. We may reasonably hope that another year will see such a contract for library service in Muskegon Heights. A contract for county service was offered to the Board of County Supervisors in October; but was rejected at their January meeting. We shall not renew the offer this fall; but it should be renewed in the near future, and steps taken to provide the residents of smaller communities and of scattered farms with all that the library means in opportunity.

Building Addition

Meantime an addition to the library building, which was referred to as a pressing need in last year's report, is becoming daily more necessary. It is not merely a question of congestion and of crowded shelves, although that is a serious problem. The real handicap, and the one that is insurmountable until we have an addition to the building, is the necessity of carrying on two conflicting, irreconcilable activities in the same room. I refer to the handicap upon the serious reference use of the library by its having to share the same room with the circulating work. Surely, readers have a right to expect that they can come to the library for study and serious work, and find the quiet which permits mental concentration upon

that work. They can not find it when surrounded by several score other readers moving about looking for recreational books for home reading. Neither can the library's reference staff give satisfactory service when its time and attention is constantly infringed on by extraneous calls for help.

I would renew the recommendation made a year ago that the present stack wing be extended fifty feet, carrying it behind the Art Gallery; that the stacks be removed and the present stack room remodeled into a Reference Room, much as the present Reading Room was remodeled from an old stack room, but probably at less expense; that alcoves be built along the west side of the present Reading Room to match those now on the east side; that the entire circulating collection, or the great bulk of it, except the business and technical books, be shelved in this room; that the reference, genealogical, business and technical collections be shelved in the new Reference Room, where the stack wing now is; that the bound magazine files, together with the government documents and surplus stock be shelved in the proposed stack extension, which will also provide shelf room for the normal growth of book stock for years to come.

This will satisfactorily separate the two activities that belong apart, creating a Reference Room with quiet for study, such as other libraries offer their readers, and much better facilities for carrying on the circulating work in the present Open Shelf Room. The present stack wing was erected in 1902, when the library had only 36,000 volumes, and the entire old closed book room was available to carry the bulk of that load. Today we have 70,000 volumes, and the number must increase every year; and the open Reading Room will accommodate less than one third the number of books that it held as a stack room.

It is gratifying to record that, in making up the library budget for 1924-25, the Board of Education have included \$2,000 to cover the expense of a preliminary survey and study for such a building addition by the architect. The addition would cost probably in the neighborhood of \$50,000. It would seem that half of this amount might be included in the library tax in each of two successive years; or, if this does not seem practicable, surely an expenditure for such a purpose would seem to come within the spirit and intent of the provisions of the Julia E. Hackley Fund, which was designated to be used "for the enlargement, furnishing, equipment, support and maintenance of the said Hackley Public Library and the Hackley Manual Training School, or either of them."

A Municipal University For Adult Self-Education

We should be planning further ahead and on broader lines than this, however. The library should be headed in some

definite direction, we should know where it is headed, and we should have plans for its getting forward, year by year, in more or less definite progress toward its objective.

That objective is to make the library function far more effectively than it has ever yet functioned — but not, probably, more than most progressive libraries will very soon be functioning — as a center for promoting adult self-education. And this may be done through an intensive and specialized development of the Reference Department.

We have, in America, an elaborate educational system, supported — very properly — by a goodly proportion of the taxes. Yet this educational system cares for and is adapted to minors only. The adult population in Muskegon or any other community, though out-numbering the school population in the proportion of five or six to one, is without adequate facilities for continuing education. We seem, merely from years of habit, to have concluded that when a child has been through a certain standard mold of eight grades and high school, he is then a finished product, and may be labeled “educated” and turned out into the world with nothing more to learn, no further need of study. Education, however, is a continuous, life-long process. In this democratic country where the whole success of government is dependent upon the well-informed intelligence of the individuals who comprise the electorate, it is just as important that thorough provision be made in any community for adult education as for the instruction of juveniles.

The public library is the natural, logical agency to function as a “community intelligence center” and carry on the work of adult education. For the rigid formality which necessarily characterizes juvenile education is not suited to the problem of adult education. The methods of the latter must be informal and elastic, varying to meet the needs of each individual and the degree of preparation that is his. The library, as the agency for adult education, should be prepared to prescribe study courses not only in any field of knowledge, but to meet the educational background and intellectual abilities of all types of seekers after knowledge. And it should be able to supplement the preparation of these study courses by providing the books for any of them. In brief, the library should be a university of the people in more than name alone, offering the equivalent of any course of instruction that can be had in any college or technical school, and many courses not found in the curriculum of any school, and competent to prepare the course of reading on any topic to meet the needs and equipment of the student. For where should people expect to get this expert information about books and reading, if not at their public library?



**ADULT CIRCULATION DEPARTMENT
SHOWING REFERENCE AND READING ROOM BEYOND**

There exists a great need for this sort of expert service. Witness the number of young people who leave school at an early age, without having finished high school, or even the grade school, and who, too late, recognize their error and seek to make up their deficiency. Witness the thousands of dollars that are spent in any community on correspondence school courses. Witness the scores of people who are taking "extension courses" by mail from the universities and the normal schools, and who depend on the library for the necessary books. Witness the thousands of non-English speaking immigrants who must assimilate our view point and ideals. Witness the experience of the Chicago and Milwaukee Public Libraries and others which have attempted intensive service in this direction and have been overwhelmed with the demands upon it.

We are of course doing all we can in this direction in the Hackley Library, as is any progressive library. But service of this sort, in all the varied fields of knowledge, is not the kind of service that a \$900 or a \$1,500 assistant is qualified to render. "The conspicuous and indispensable feature of such an institution," says Dr. William S. Learned in a report to the Carnegie Corporation, "is a well-specialized personal service, precisely as this is the *sine qua non* of a successful college. This is a task for an expert possessing personal tact, quick intellectual sympathies and appreciation, a thorough knowledge of a certain field of material, precision and discrimination of thought and the power promptly to organize results." And again, "If the possibilities of the library as an educational institution are to be realized, the main concern clearly lies not in mechanical arrangements, but in a sufficient and well-equipped personnel." And again, "It is one thing, and an easy thing, to advertise; it is a wholly different thing so to prepare and administer a group of services relating to ideas that a large majority of the applicants shall be dealt with to their obvious and conscious advantage, shall receive more than they anticipated. This requires no advertising, but it cannot be done without a highly developed personnel."

"Most towns of five thousand inhabitants now maintain a good high school and a considerable number of well-educated teachers for a small group of adolescent youth. It is rather absurd to suppose that a town even of this size cannot make corresponding provision for its entire adult population when it perceives what [such] a service adjusted to its adult needs might mean . . .

"A municipality of the size, say of Akron, Ohio, (280,000), has in its elementary and high schools a staff of nearly 1,000 teachers for some 33,000 pupils. It has a municipal college of eight or nine hundred students taught by fifty or sixty profes-

sors and instructors. It is hardly unreasonable to assume that such a city will in the near future be employing a group of at least a score of selected, highly-trained, and experienced persons of expert attainments who with their assistants, will constitute an intelligence service for the one hundred and fifty odd thousand adults whose formal education has ceased, but who are now in a position to make sound practical use of appropriate ideas . . . It is clear that public servants of this quality and capacity would soon hold an exceptional place in any community . . ."

This is a conception of library service, new, perhaps, to many people, but far from new to the library profession. Libraries have long been rendering real service in this direction in spite of the handicap of inadequate personnel and inadequate financial support. But because of inadequate personnel and support, few libraries have done more than scratch the surface of the stupendous possibilities for public service that lie here before them. The comparison of the library with the high school or municipal college in terms of personnel and finances, as made by the Carnegie Corporation, is a new approach, setting the measure of the library's work in a new light. Suppose Muskegon were to put the library on the basis of the high school, either as to personnel or financial support; imagine the immense influence for the diffusion of knowledge which it would have in the community, with a staff of 75 trained, experienced people. And why are not the thirty thousand or more adults entitled to a service equivalent to that given to 1,500 adolescents?

I do not, however recommend nor advocate any such revolutionary measure. But I do feel that I would be remiss in my duty if I failed to point out to the Board which is responsible for the library's future progress the fact that the great tendency in library development is already in this direction, as the trend of library progress in the last quarter century has been toward simplification and standardization of methods, ease of use by the public, and the popularizing of libraries. This movement is already well under way, and it is evident to any one surveying the library world that the next few years will see adult self-education thoroughly established and recognized as a major function of public libraries.

It is all very well to speak proudly of rapidly increasing circulation statistics and of the large percentage of the population which borrows books from the library. These are important and necessary; but after all they are only quantitative. The quality of the library's service is too intangible to be measured in statistics. Yet it is the keystone of the whole arch. And it is in the field of qualitative service that libraries

will develop in the next few years. Libraries which fail to read the signs, which fail to make provision and to keep abreast of this development, will be as antiquated five or ten years hence as are those libraries today which failed to emerge from the archaic viewpoint of a quarter-century ago.

To keep pace with this new vision of library service does not require any lavish outlay of funds. It does call for a sympathetic appreciation and aggressive interest in the problem, a recognition of the necessity for a trained and experienced personnel, and a willingness to pay salaries large enough to find a high grade staff and to retain it when it has been brought together. Specifically, there is needed the appointment of one, and very probably of two additional reference librarians at salaries of from \$1800 to \$2100 — surely modest enough for the advanced preparation necessary — to give their full attention, in cooperation with the present Reference Librarian, to the development of this kind of work. They would have their hands full from the outset; and we should be prepared to give them stenographic and clerical help, or to add others to their number as the need arises in future. One of these should be especially familiar with the field of the historical sciences, as our present Reference Librarian is familiar with the dual field of engineering and technology and of economics and business. The other should be similarly versed in the field of literature, or of the social sciences, education and philosophy. One or both should have had some experience in the editing of lists and other material for publication.

It is also essential that the building addition already referred to be brought to accomplishment as promptly as possible. For while the use of the library may increase in quantity and doubtless will, there can be no marked qualitative increase, no real growth of the serious work of the library as a spiritual and intellectual factor, until it is possible to separate this work from the confusion of juxtaposition to the circulation work, and give the Reference Department the room and the atmosphere necessary to its success.

I can not close this report without an expression of appreciation for the loyalty and enthusiasm of the library staff. I maintain that a library does not consist of a building nor of a collection of books, but of service; and the value of service depends on the individuals who are giving it. If the library has been able, during the past year or two, to increase the measure or the quality of its service to the people of Muskegon, it must be ascribed to the ability, the eagerness and the enthusiasm of the young women who comprise the staff.

Respectfully submitted,
HAROLD L. WHEELER
Librarian



DISPLAY OF BOOKS ON TRADES AND INDUSTRIES IN LEAHY COMPANY'S WINDOW

APPENDIX

Table I: Summary of Circulation

Books issued for home use

Hackley Library:

	1921-22	1922-23	1923-24
Adult Department	75,025	99,319	115,682
Children's Department	47,066	61,984	62,746
Total	122,091	161,303	178,428
Lakeside Delivery Station	11,017	9,983	9,220
Muskegon Heights Delivery Station	4,164	8,964	7,100
Highland Park Delivery Station		1,061	3,743
Bluffton Delivery Station		299	6,281
Temporary School Agencies	290	259	
School Circulation (Adult)			309
School Circulation (Juvenile)	4,231	27,917	59,512
Hackley Hospital			4,110
Mercy Hospital			4,097
Beidler Station			7,735
Total Circulation	141,793	209,786	280,535
Average daily circulation	399	685	911
Largest issue in one day (Main Library)	924	1,384	1,228

Table II: Circulation of Books by Classes

Adult										
	Main Library	Lake- Side	Musk- Heights	High'd Park	Bluff- ton	Beid- ler	Hackley Hospital	Mercy Hospital	School Stu'n's	Total
Periodicals	3,090	7	58	1,390	1,463	6,008
General Works	158	6	164
Philosophy	1,175	33	1	3	9	4	4	1	1,230
Religion	733	19	3	10	6	1	1	773
Social Science	1,802	14	9	55	32	7	8	10	1,937
Languages	244	1	1	3	5	11	265
Science	1,249	6	16	18	20	5	3	1,317
Useful Arts	4,466	41	21	89	90	29	33	41	5	4,815
Fine Arts	3,294	50	12	70	94	39	10	10	3,579
Literature	3,678	68	17	11	25	4	10	6	2	3,821
History	1,840	53	5	39	17	8	16	16	4	1,998
Travel	2,597	141	40	65	64	30	4	15	19	2,975
Biography	1,802	28	2	32	19	13	7	7	1	1,911
Fiction	86,814	7,017	2,360	3,228	2,769	2,229	2,187	2,237	266	109,107
Foreign	2,740	6	115	4	245	74	129	2	3,315
	115,682	7,483	2,486	3,743	3,207	2,611	3,744	3,950	309	143,215
Juvenile										
Periodicals	128	1	129
General Works	25	9	34
Philosophy	10	1	11
Religion	485	13	81	28	28	4	444	1,083
Social Science	3,443	38	58	314	373	52	16	6,088	10,382
Fairy Tales	6,106	83	489	544	968	66	41	7,915	16,212
Language	2	2
Science	1,325	15	96	85	135	25	1,924	3,605
Useful Arts	1,249	3	81	69	73	4	2	1,460	2,941
Fine Arts	2,039	7	34	106	122	3	6	1,330	4,147
Literature	1,916	2	24	157	257	10	10	2,470	4,846
History	2,513	7	25	86	85	10	9	2,750	5,485
Travel	2,250	25	243	98	201	3	4	2,427	5,251
Biography	1,672	5	24	75	100	7	2	2,032	3,917
Fiction	39,585	1,537	3,459	1,512	2,782	181	57	30,162	79,275
	62,746	1,737	4,614	3,074	5,124	366	147	59,512	137,320
Total	178,428	9,220	7,100	3,743	6,281	7,735	4,110	4,097	59,821	280,535

Table III: Classified List of Books Added and Withdrawn
Adult

	Books in Library June 30 1923	Added	With drawn	Total in Library June 30 1924
Periodicals	4,255	548	1	4,802
General Works	628	41	43	626
Philosophy	1,194	44	11	1,227
Religion	1,569	68	13	1,627
Sociology	4,239	263	28	4,479
Languages	377	70	1	446
Science	1,696	96	4	1,788
Useful Arts	2,863	595	25	3,433
Fine Arts	2,141	242	8	2,375
Literature	5,139	485	20	5,604
History	3,872	110	0	3,982
Travel	2,661	178	9	2,830
Biography	4,079	139	4	4,214
German	1,483	0	4	1,479
Holland	918	1	9	910
French	102	3	0	105
Polish	80	121	7	194
Italian	20	0	0	20
Spanish and Hungarian	6	1	1	6
Swedish	81	83	0	164
Public Documents	5,219	96	1,171	4,144
Fiction	13,473	2,370	775	15,068
Total Adult	56,095	5,559	2,131	59,523

Juvenile**Including School Collection**

Periodicals	113	59		172
General Works	93	36		129
Philosophy	9	0		9
Religion	133	13	7	144
Sociology	528	298	159	667
Languages	3	3	0	6
Science	294	179	39	434
Useful Arts	245	126	12	359
Fine Arts	342	217	27	532
Literature	377	137	39	475
History	586	158	42	732
Travel	428	229	43	614
Biography	453	103	18	538
Fairy Tales	890	341	132	1,000
Fiction	4,136	1,902	579	5,450
Total Juvenile	8,545	3,801	1,007	11,249
Total at Library	64,640	9,360	3,228	70,772
Magazines bound during year			568	
Books rebound			3,112	



FIREPLACE SEATS IN THE CHILDREN'S ROOM



VIEW IN THE CHILDREN'S ROOM

Table IV: Financial Statement; 1923-1924

Receipts	
<i>Tax Levy</i>	\$ 14,456.00
<i>Library Fines on Overdue Books, etc.</i>	1,790.12
<i>Income from Duplicate Rental Books</i>	270.91
<i>Penal Fines, from County Treasurer</i>	2,471.38
<i>Interest on Daily Bank Balance</i>	105.40
<i>Miscellaneous Receipts</i>	97.60
<i>Interest from Library Endowment Fund</i>	12,530.38
<i>Julia E. Hackley Educational Fund</i>	23,859.68
	<hr/>
Cash on hand July 1, 1923.....	\$ 55,581.47
	1,372.06
	<hr/>
	\$ 56,953.53
Expenditures	
ADMINISTRATION	
Salaries, Librarian and Assistants	\$ 27,264.06
Office Expenses and Supplies	2,318.65
Other Expenses of Administration	442.42
	<hr/>
	\$ 30,025.13
OPERATION	
Salaries — Janitors	\$ 3,593.10
Fuel	881.17
Light	1,407.91
Night Watchman, Expense and Supplies	40.00
Building and Janitors' Supplies	277.86
Water	11.61
Auto Expense and Supplies	162.36
Other Expense of Operation	146.42
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	\$ 6,520.43
MAINTENANCE	
Building Repairs	\$ 1,007.52
Equipment Repairs	77.28
Rebinding	3,035.32
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	\$ 4,120.12
FIXED CHARGES	
Insurance	\$ 1,157.25
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	\$ 1,157.25
CAPITAL OUTLAY	
Furniture, Fixtures and apparatus	\$ 1,313.88
Books	11,960.76
Magazines, Journals and Newspapers	1,376.71
Prints, Photos and Views	72.31
	<hr/>
	\$ 14,723.66
OTHER PAYMENTS REFUNDED IN RECEIPTS	
Night Watchman, Expense and Supplies	\$ 40.00
Miscellaneous	47.60
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	\$ 87.60
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	\$ 56,634.19
Balance on hand July 1, 1924	319.34
	<hr/>
	\$ 56,953.53

HACKLEY PUBLIC LIBRARY

Table V: Budget, 1924-1925

Estimated Receipts	
<i>Tax Levy</i>	\$ 10,665
<i>Library Fines on Overdue Books</i>	1,700
<i>Penal Fines from County Treasurer</i>	2,000
<i>Interest from Library Endowment Fund</i>	12,500
<i>Julia E. Hackley Educational Fund</i>	32,495
	<hr/>
	\$ 59,360
Estimated Expenditures	
ADMINISTRATION	
Salaries, Librarian and Assistants	\$ 30,163
Office Supplies and Expenses	2,300
Other Expenses of Administration	400
	<hr/>
	\$ 32,860
OPERATION	
Janitors' Salaries	\$ 3,000
Fuel	1,300
Light	1,300
Night Watchman's Expenses	50
Building and Janitors' Supplies	200
Water	25
Other Expenses of Operation	350
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	\$ 6,225
MAINTENANCE	
Building Repairs	\$ 1,500
Equipment, Repairs and Replacement	1,100
Rebinding	2,400
Other Expenses of Maintenance	50
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	\$ 5,050
FIXED CHARGES	
Insurance	\$ 1,200
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	\$ 1,200
CAPITAL OUTLAY	
Real Estate: Contingent Fund for Architect's Survey	
For Building Addition	\$ 2,000
Equipment, Furniture and Fixtures	525
Books	10,000
Prints, Photographs and Views	300
Magazines, Journals, Newspapers	1,200
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	\$ 14,025
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	\$ 59,360

Table VI: Statistics

Arranged according to American Library Association revised form

Name of Library — Hackley Public Library.

City — Muskegon, Michigan.

Name of Librarian — Harold L. Wheeler.

Date of founding — May 25, 1888.

Population served (1920 census) — Muskegon, 36,570
Muskegon Heights, 12,850
(1924 estimate) — Muskegon, 45,000
Muskegon Heights, 12,000

Assessed valuation of Muskegon — \$55,248,300

Rate of tax levy for library purposes — .27 mill on the dollar, 1923-24;
.194 mill, 1924-25.

Assessed valuation is 100% of true cash value.

Terms of use — Free for lending and free for reference to citizens of
Muskegon and Muskegon County.

Total number of agencies — Seventeen, consisting of Main Library, 4
stations, 1 school branch, 6 school stations, 2 hospital libraries,
3 fire station deposits.

Number of days open during year (Main Library) — 361

Hours open each week for lending (Main Library) — 81

Hours open each week for reading (Main Library) — 85

INCREASE

	Adult	Juvenile	Total
Number of volumes at beginning of year	56,095	8,545	64,640
Number of volumes added during year	5,559	3,801	9,360
by purchase,	8,351		
by gift,	319		
by binding,	690		
Number of volumes withdrawn during year	2,131	1,097	3,228
Total number at end of year	59,523	11,249	70,772

USE

	Adult	Juvenile	Total
Number of volumes of fiction lent for home use	110,107	79,275	189,382
Total number of volumes lent for home use	144,215	137,320	280,535
Circulation: 5 per capita for both cities; or 6.25 per capita on the basis of Muskegon alone.			

REGISTRATION

	Adult	Juvenile	Total
Number of borrowers registered during year ..	2,550	2,011	4,561
Total number registered borrowers	8,601	6,313	14,914

Registered borrowers are 27 percent of the population of both cities; or 33 percent of population of Muskegon alone.

Registration period is three years; but a complete re-registration was begun January 1, 1922, and the above figures represent borrowers registered since that date.

Number of newspapers currently received — 16 titles, 17 copies.

Number of periodicals currently received — 347 titles, 430 copies.

Number of staff, library service — 20, including 4 part time pages.

Number of staff, janitor service — 4, including 1 part time helper.

**HACKLEY PUBLIC LIBRARY
BOARD OF EDUCATION**

1924-1925

John Vander Laan, M. D., President
William H. Wilson, Secretary
Charles W. Marsh, Treasurer
Edward B. Dake William H. Marquardt
Louis C. Walker

LIBRARY COMMITTEE

Louis C. Walker, Chairman
William H. Marquardt William H. Wilson

LIBRARY STAFF

Harold L. Wheeler.....	Librarian
May V. Sibley.....	Assistant Librarian and Cataloguer
Mary S. Wilkinson.....	Supervisor of Work with Children and with Schools
Jessie C. Moon.....	Head of Circulation Department
Jean K. Taylor.....	Reference Librarian
Irene M. Hanson.....	Secretary to the Librarian
A. Louise LeFevre.....	Librarian, Bunker School
Ruth W. Plumb.....	Senior Assistant
Helen C. Hoye.....	Senior Assistant
Irene C. Lindquist.....	Senior Assistant
Anne Funk ¹	School Assistant
Dora A. Moon ³	School Assistant
Lotta M. Crabtree ³	Assistant
Janice V. Ransom ⁴	Assistant
Mildred D. Shannon.....	Assistant
Alma M. Sollers ⁴	Assistant
Edra L. Russell ¹	Assistant
Marian Ashley ⁴	Assistant
Beatrice E. Hansen ³	Assistant
Harriet O. Wilson ³	Assistant
Ella D. Marvin ²	Assistant
Katherine A. Miller ²	Assistant

¹ Resigned September 1, 1924

² Appointed December 1, 1924

³ Appointed September 1, 1924

⁴ Resigned October 1, 1924

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The Year's Growth And Where It Leads



ANNUAL REPORT
OF THE
HACKLEY PUBLIC LIBRARY
MUSKEGON, MICHIGAN
1924 - 1925

HACKLEY PUBLIC LIBRARY

Third Street and Webster Avenue

Telephones

- 240-166 For miscellaneous inquiries.
248-372 Children's Room.
248-272 Main Delivery Desk, for renewals and reserves.
248-271 Reference, Business and Technical Department.
23-861 Jackson Avenue Branch Library.
32-235 Muskegon Heights Branch Library.

Library Hours

Adult Department: Main Floor

Open week days 8:30 a. m. to 9:30 p. m.
for reading, reference and lending.

Open Sundays and Holidays from 2:00 to 6:00 p. m.
for reading only.

Children's Room: Second Floor

Open on school days 8:30 a. m. to 9:00 p. m.

Open Saturdays and summer vacation
9:00 a. m. to 6:00 p. m.

Closed Sundays and Holidays.

The Library is closed all day May 30, July 4,
Thanksgiving Day, and Christmas.

BRANCHES AND STATIONS

Muskegon Heights Branch

59 West Broadway, Muskegon Heights.

Open week days, 1:00 to 6:00 p. m.

Monday, Wednesday, Friday evenings, 7:00 to 9:00.

Saturday mornings, 9:00 to 12:00.

Jackson Avenue Branch

307 Jackson Avenue

Open Monday, Wednesday, Friday evenings, 7:00 to 9:00.

Tuesday, Thursday, Saturday afternoons, 2:00 to 6:00.

Delivery Stations

Beidler Street Station—Spliedt's Drug Store,

Mondays and Thursday, 2:00 to 5:30 p. m.

Fridays, 7:00 to 9:00 p. m.

Bluffton Station—Bluffton School, Cherry St.

Tuesdays, 3:00 to 5:30 p. m.

Highland Park Station—Meinhardi's Drug Store,

Saturdays, 2:00 to 5:00 p. m.

Lakeside Station—Runzel & Son, West End Drug Store,

Wednesdays and Saturdays, 2:30 to 5:30 p. m.

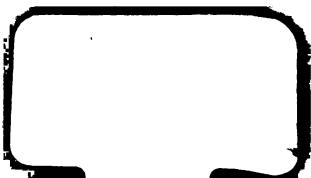
South End Station—Moon School,

Tuesdays, 9:00 to 12:00 a. m.; 2:00 to 4:00 p. m.

Hospital Service

Hackley Hospital—Wednesday and Saturday afternoons.

Mercy Hospital—Monday and Thursday afternoons.



The Year's Growth

And Where It Leads

**Being the
Annual Report
of the
Hackley Public Library
1924 - 1925**

MUSKEGON, MICHIGAN

1925



HACKLEY PUBLIC LIBRARY

Hackley Public Library
12-16-1925

HACKLEY PUBLIC LIBRARY
ANNUAL REPORT OF THE LIBRARIAN

Year Ending June 30, 1925

October 1, 1925

TO THE BOARD OF EDUCATION,
MUSKEGON, MICHIGAN.

Gentlemen :

I present herewith the annual report of the Hackley Public Library for the year ending June 30, 1925.

While the work of the year has not been characterized by any outstanding features such as the reorganization of 1922, or the publicity efforts of 1923, there has been a continuous and steady growth in the library's usefulness.

Registration

On June 30, 1925, there were 15,402 regular borrowers of books from the library. Library borrowers are "registered" and their cards issued to them for a period of three years, at the end of which their cards automatically expire. In this way the names of borrowers who have left town, or died, or have ceased to use the library, are regularly removed from the "registration file," and only active borrowers counted in the library's record. During the past year 3,863 borrowers' cards thus automatically expired and were deducted from the library's count. Of these 1,647 promptly re-registered, which with 3,391 new registrations during the year, brought the total number of active borrowers to 15,402. Of these 9,145 are adult readers, and 6,257 are children. This is 28 per cent of the entire population of Muskegon and Muskegon Heights (1925 estimate), or 36 per cent of the population of Muskegon alone. Only two-thirds of all these borrowers use the main library, 4,536 being borrowers from the various branches and stations.



JACKSON AVENUE BRANCH

Circulation of Books

These patrons of the library, during the year, have borrowed 329,688 books for home or business use. This was an increase of seventeen per cent over the number borrowed the previous year, and was much more than double the number borrowed three years ago. These 329,688 volumes, pro-rated among the 55,000 people of Muskegon and the Heights, mean a per capita borrowing for the year of six books; or of more than seven and a half books among the 43,000 population of Muskegon alone, a rather high circulation figure for our population. The general average for most Michigan cities and, indeed, for the country, is three or four books per capita.

With our staff of sixteen, these 329,688 books borrowed mean a circulation of about 20,000 books per assistant, which again is high. A circulation of 14,000 books per assistant is usually regarded as normal. Many libraries of standing have a ratio of 9,000 to 12,000 per assistant. When the circulation goes much above 14,000 per assistant, it is apt to be at the expense of other forms of service; it may mean that we are sacrificing quality to the great god Quantity.

Of the total number of books borrowed, fiction comprises 68.4 per cent, about the same as last year. Next to fiction the most popular group among adult readers continues to be the "practical" books on industries, engineering and applied science. Next in popularity comes "literature," including poetry and drama, with the fine arts and travel close behind. The circulation of current periodicals has met with general appreciation; more than eight thousand magazines were borrowed during the year.

The increase in the number of books borrowed has been somewhat remarkable during the last three or four years, and we cannot hope to continue indefinitely an annual growth of fifty, or thirty, or even seventeen per cent in circulation. These unusual increases have been the result of unusual circumstances, they represent Muskegon's "catching up" to a normal standard of library use. Now that we have reached normalcy, we must expect only a modest increase each year—the healthy growth that indicates that the library is awake to its opportunities and is keeping pace with the growth of the city.

Branches and Stations

The year has shown gratifying progress in the growth and use of the various branches and stations. More than one-third of all books borrowed—128,085 volumes—were taken from distributing points outside the main library, an increase of

twenty-seven per cent over the figures of the previous year. Sixty-six thousand of these books were issued from the half-dozen school stations, more than 31,000 of them being from the Bunker School Branch Library. The circulation per station was as follows: Lakeside, 10,005; Highland Park, 3,327; Bluffton, 6,321; Beidler Street, 10,289; Jackson Avenue, 21,007; Hackley Hospital, 5,841; Mercy Hospital, 5,185; Angell School, 7,683; Froebel School, 2,240; Moon School, 8,808; Nims School, 9,629; Vander Laan School, 5,111; North Muskegon School, 1,613; Bunker School, 31,026. It must be obvious that these channels of book distribution are an important factor in the library's service to the whole community.

Jackson Avenue Branch

A noteworthy event of the year was the opening in November, 1924, of the Jackson Avenue Branch. The North End was a section of the city which had never received adequate library service, which for years had not had even a one-day station, and from whose citizens have come several pleas for attention. The obstacle had been the absence of any place in which a library station could be located. The erection, by a business man of the community, of a modern row of stores, solved this problem. In November the library leased and equipped one of these stores and opened it for service three afternoons per week and alternating evenings, under the direction of Miss Ruth W. Plumb. The popularity and success of the branch library were immediate and have been continuous; so that in June it seemed advisable to renew the lease for a three-year period.

Muskegon Heights Branch

Another important extension of the library's service has been made possible by the action of the Muskegon Heights City Council in signing a three-year contract with the library for branch library service in the Heights, and in including an appropriation in the city budget to meet the first year's payment on the contract. At about the time this contract was signed, Reed Bros. of Muskegon Heights began the erection of a store building 28 by 60 feet, at 59 West Broadway, in the business section. This store building will be occupied by the Muskegon Heights Branch Library as soon as it is ready for occupancy, about November 1st. So the efforts and desires of many citizens of Muskegon Heights are coming to accomplishment, and the library will at last be able to meet a need which has long been pressing.

Reference Department

The work of the Reference Department continues to be great, both in volume and in importance. Some 4,000 questions were recorded as having been asked and answered; but the actual number is more likely in excess of 15,000. A majority of these inquiries comes in over the telephones. Following are a few topics illustrative of the practical use to which this department of the library is put:

- Plans for 6 and 7-room Dutch colonial houses.
- Grades and rating of dairy butter.
- Chimney building specifications for Muskegon.
- Form for declaration of trust.
- Triangulation applied to sheet metal work.
- What is the difference between "field boxes" and "packed boxes" in orange packing.
- Suggestions for re-trimming a woman's hat.
- Working drawings for a model of a Spanish galleon.
- Electric furnaces in foundry work.
- Sugar tests with Fehling's solution.

The work of the Reference Department—possibly the most important service that the library renders—is seriously hampered by the physical limitations of its location and arrangement. This problem is discussed later in this report.

Cataloguing Department

During the year the library added 8,401 new volumes, of which 7,596 were added by purchase, 356 by gift, and 449 by binding. At the same time 3,649 volumes were withdrawn as too worn or antiquated to be suitable for further use. The total book stock at the end of the year was 75,524 volumes.

In addition to cataloguing and preparing these current new books, the Cataloguing Department has re-catalogued during the year some 4,711 books, 33 pamphlets and 1,628 magazines. The task of re-cataloguing necessarily moves slowly because of the constant pressure of current work. In view of this fact, Miss Sibley and her helpers have made remarkable progress in this important work.

Children's Room

As the children have become increasingly familiar with the idea of a public library, we have endeavored to show them how books may be used as tools as well as a means of pleasure. In groups of fourth, fifth, sixth, and seventh grade children, they have come to the Children's Room to receive definite instruction in the makeup of the book and its care, the arrangement of books on the shelves and the use of the card catalogue.



CHILDREN'S ROOM

A story hour for small children was organized and continued for ten weeks during the winter. Once a week after school fairy tales and myths were told to children varying in number from 25 to 65.

An increasing interest in children's books has been manifested by the parents and teachers who before purchasing visit the Children's Room to examine either text or edition of the desired book. Such questions as these are asked almost daily:

Who are the best illustrators of children's books?

We have \$21.00 to spend for our rural school library. What books should we buy?

What would be good stories to read to a Sunday School class?

What books would three boys, ages 8, 10, and 11 like, and four girls, ages 7, 8, 11, and 14?

What would be a picture book to incite a backward child to learn to talk?

Requests for talks about children's books from the Parent-Teachers' Association of both Muskegon and Muskegon Heights are more numerous than we are able to meet.

The total circulation from the school stations shows a gain of 11 per cent over last year's, despite the fact that the Froebel School Station was closed when the Jackson Avenue Branch was opened.

Work at the Bunker School Library is only partly indicated by the statistics, since in addition to issuing books, the librarian has given two lessons each semester on the use of the library to each grade from the second through the ninth. During Children's Book Week the school assembly was in charge of the librarian who presented a book play using some of the third and fourth grade children as actors. A Reading Club for older girls met bi-weekly through the year and roused much interest in books of travel and the lives of the historic men and women of other lands. To mark the closing of their year's work, members of the club gave a play based on incidents in the life of Mary, Queen of Scots, adapted from Charlotte M. Yonge's story, "Unknown to History."

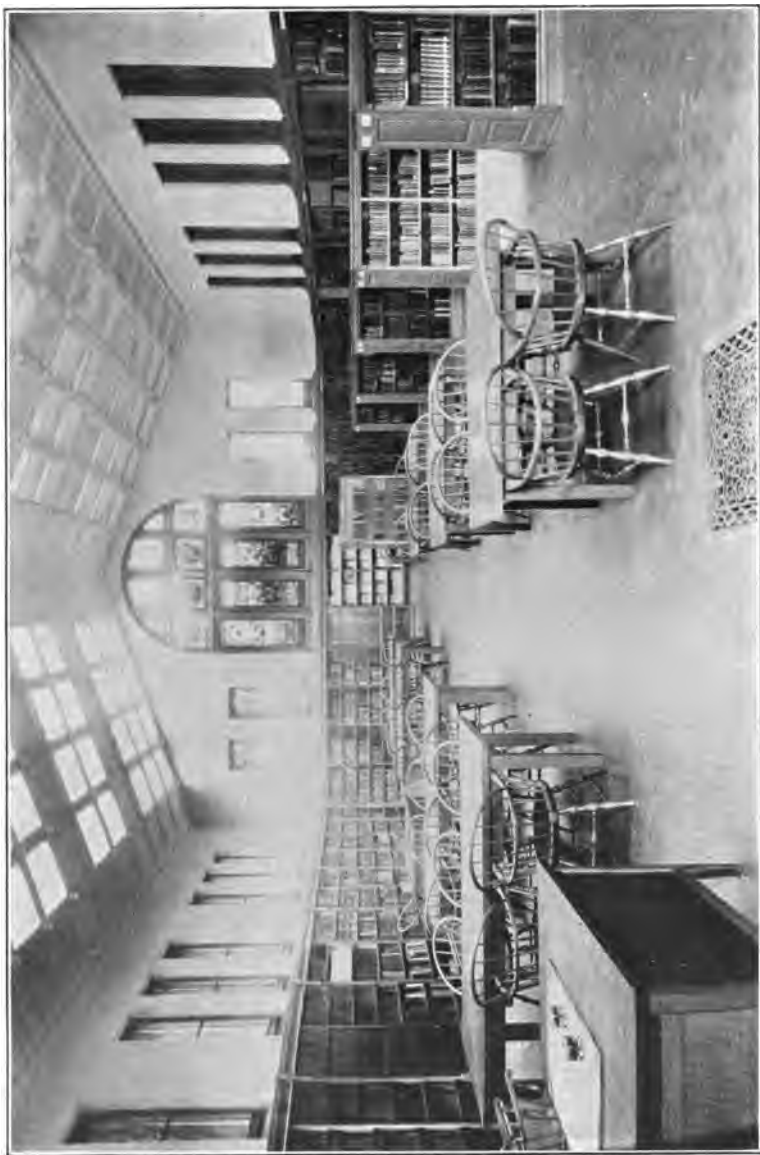
Staff

The staff during 1924-25 comprised 16 assistants and four part-time pages. Three new positions are authorized in the next year's budget.

During the year the following resignations have occurred:

Miss Anne Funk, in charge of school stations, resigned August 20, 1924, in order to be married.

Miss Edra Russell, junior assistant, resigned September 10, 1924, in order to resume her studies at Syracuse University.



THE READING AND REFERENCE ROOM

In this room two dissimilar activities—reference and research on the left, and popular book borrowing on the right—are handicapping each other's efficiency. A new Reference Room should be built, and this room devoted exclusively to "circulation".

Miss Alma M. Sollers, junior assistant, resigned September 15, 1924, to accept a position as librarian of the Dowagiac Public Library.

Miss Marian Ashley, junior assistant, resigned September 30, 1924, to enter college.

Miss Janice Ransom, junior assistant in the Children's Room, resigned September 30, 1924, to accept a position in the Grand Rapids Public Library.

Miss Mildred D. Shannon, junior assistant, resigned January 4, 1925, as she was leaving Muskegon.

Mrs. Helen G. Hoyer, senior assistant, resigned April 30, 1925, to give her full attention to her home.

Miss Jean K. Taylor, Reference and Business Librarian, resigned June 30, 1925, in order to study abroad.

Miss A. Louise LeFevre, Librarian of the Bunker School Branch, resigned August 5, 1925.

I would point out that this list represents a resignation, or "turn-over," of more than half of the entire staff within a period of less than twelve months. Many of these people were among the most valuable on our pay-roll. All but one had college training, or library school training, or both; or summer library school work. All were young women of initiative, live personality, and ability, whom we could ill spare.

To fill some of these vacancies the following appointments were made:

Miss Dora A. Moon, appointed in charge of school stations, September 1, 1924.

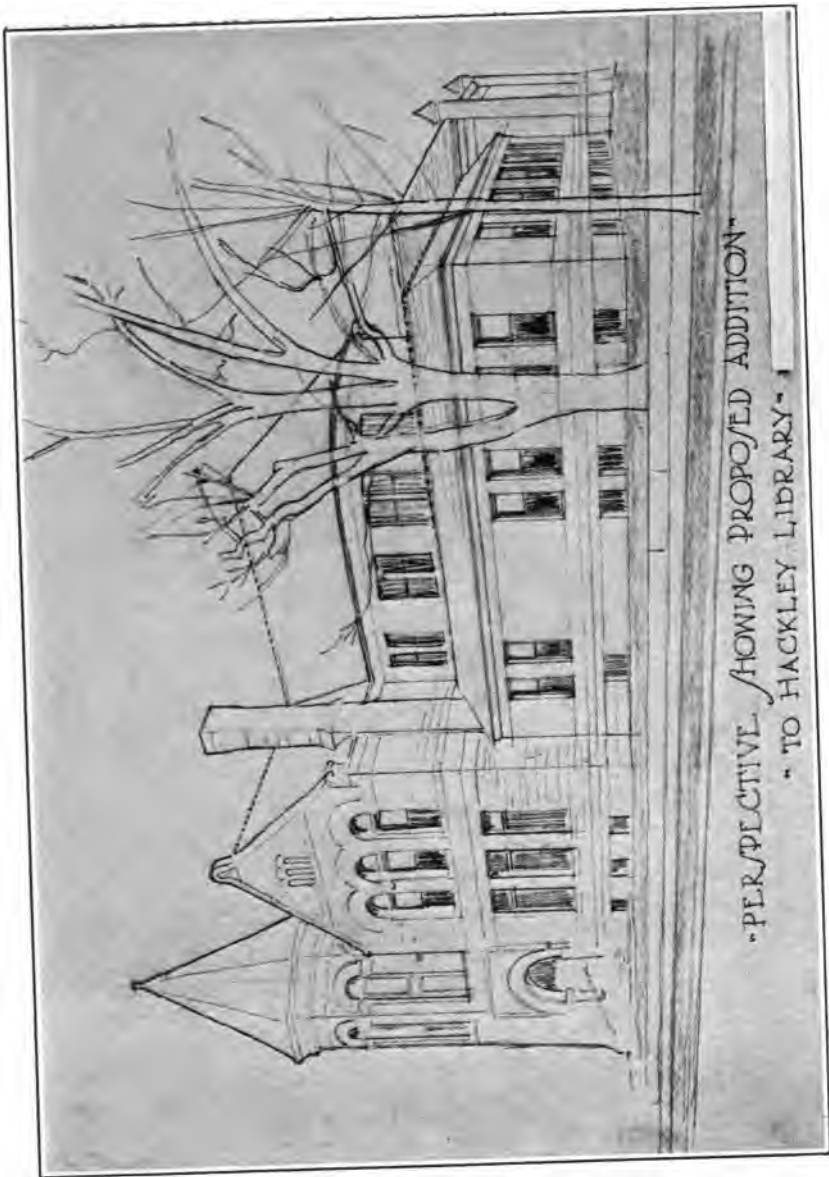
Miss Beatrice E. Hansen and Miss Harriet O. Wilson appointed junior assistants September 1, 1924.

Miss Lotta M. Crabtree appointed senior assistant September 16, 1924.

Miss Ella Marvin and Miss Katherine Miller appointed junior assistants November 1, 1924.

Miss Alma Sollers re-appointed as a senior assistant April 15, 1925.

During the past summer, three members of the library staff, Miss Irene M. Hansen, Miss Lotta M. Crabtree, and Miss Beatrice E. Hansen, attended the eight weeks' summer course in library methods at the University of Michigan. It should be a matter of gratification to the Board of Education and to the people of Muskegon to realize how eager is the desire of the young women of the library staff to improve their technical ability and broaden their professional background in this way. Every summer several members of the library staff, wholly of their own initiative, with no suggestion whatever from the



"PERSPECTIVE SHOWING PROPOSED ADDITION"
"TO HACKLEY LIBRARY"

librarian, give up their vacation and incur the expense occasioned by this period of intensive professional study.

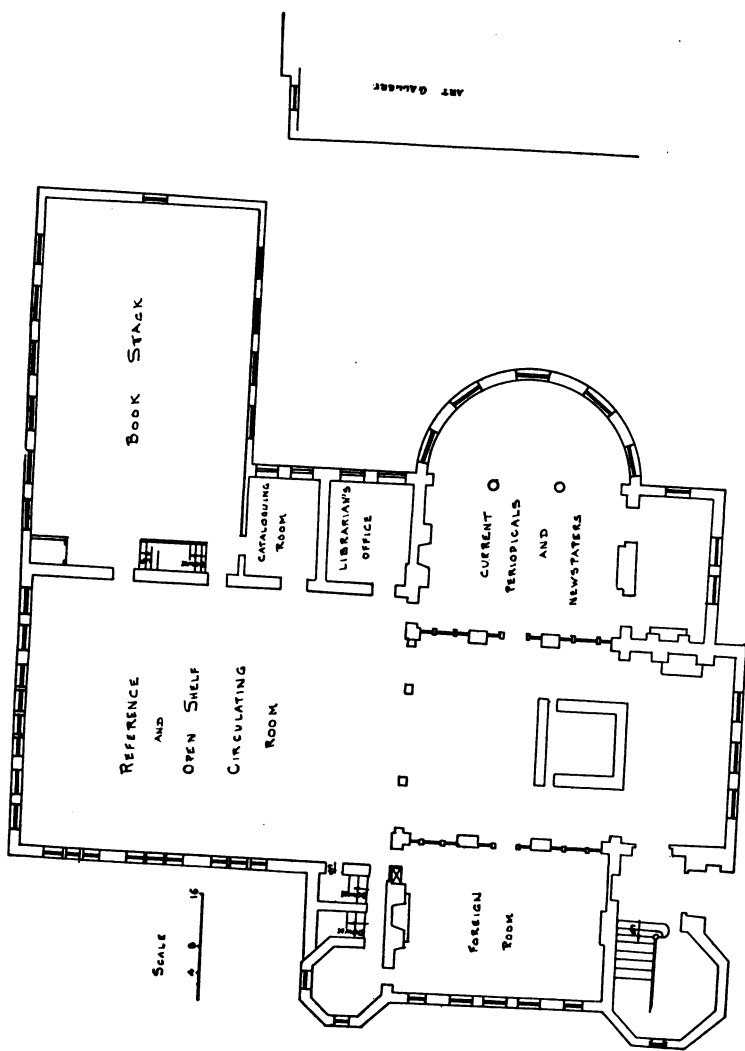
Looking Forward

In the annual report of last year, there were pointed out three objectives toward which we should be directing our efforts. One of these was the extension of the library's usefulness to include service to Muskegon Heights and the development of a county library system to reach every corner of Muskegon County. Part of this objective we are now attaining in the opening of a branch library at Muskegon Heights. It seems the part of wisdom to refrain from pressing the larger project of county service this year, until we have absorbed the expansion at the Heights.

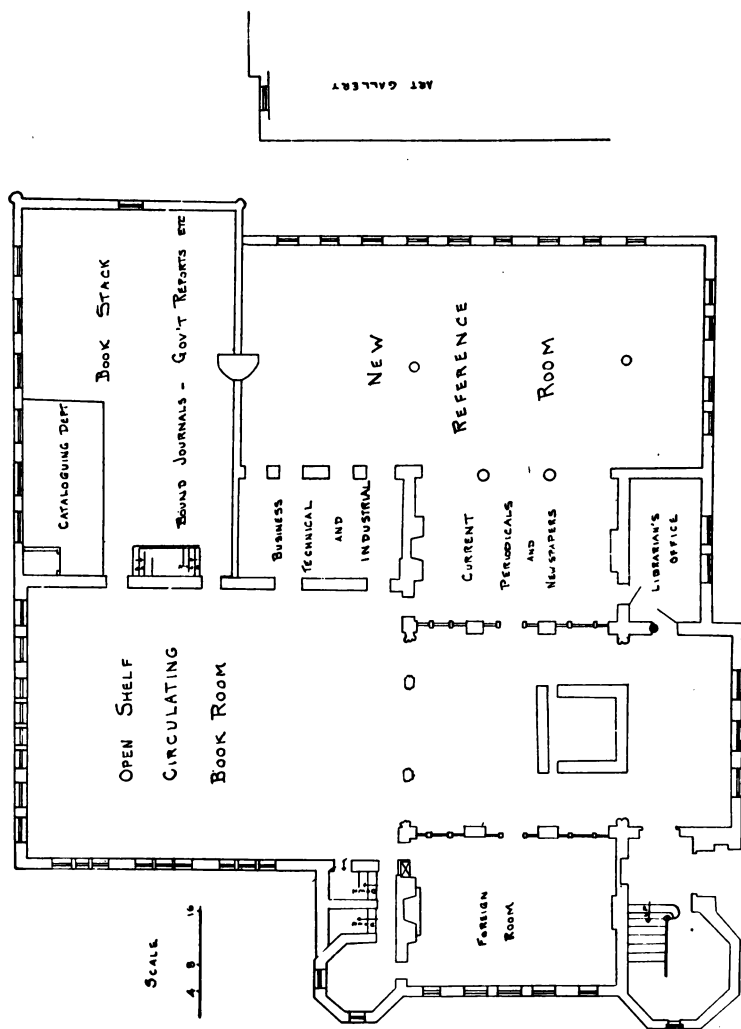
Building Addition

The second objective, which in two previous reports has been pointed out as an immediate and pressing necessity, is an addition to the library building, to take care not only of the library's physical growth, but of the increasing demands upon its service. It is not merely a question of congestion and of crowded shelves, although that is a serious problem. The real handicap, and the one that is insurmountable until we have an addition to the building, is the necessity of carrying on two conflicting, irreconcilable activities in the same room. I refer to the handicap upon the serious reference use of the library by its having to share the same room with the circulating work. Surely readers have a right to expect that they can come to the library for study and serious work, and find the quiet which permits mental concentration upon that work. They cannot find it when surrounded by several score other readers moving about looking for recreational books for home reading. Neither can the library's reference staff give satisfactory service when its time and attention is constantly infringed on by extraneous calls for help.

Involved in this problem is the third objective referred to in the report of last year, that of making this library keep pace with other American libraries as a center for promoting adult self-education, which can be done only through an intensive and specialized development of the Reference Department. While the use of the library may increase in quantity and doubtless will, there can be no marked qualitative increase, no real growth of the serious work of the library as a spiritual and intellectual factor, until it is possible to separate this work from the confusion of juxtaposition to the circulation work,



MAIN FLOOR PLAN AS AT PRESENT



MAIN FLOOR PLAN SHOWING PROPOSED NEW REFERENCE ROOM

and give the Reference Department the room and the atmosphere necessary to its success.

I would make once more the recommendation made in the two past years that necessary additions and alterations to the building be made to provide a suitable Reference Room separate from the circulating activities of the library. Specifically I would recommend the addition of a room on the east side of the building, extending toward the Art Gallery. This can be done by carrying the south wall of the so-called "Ladies' Alcove" eastward toward the Art Gallery, to intersect with a wall running southward from near the end of the stack wing. By removing the present semi-circular east wall of the Periodical Room (supporting the second story on trusses) there can thus be made a large Reference Room, 32 feet by 68 feet, approximately the size of the present open shelf Circulating Room. The present Cataloguing Room and Librarian's Office can then be made an alcove of the new Reference Room, for industrial, technical, and business books, the Librarian's Office being moved to the present "Ladies' Alcove" and the cataloguing and clerical work with its noisy typewriters and telephones going out into the stack wing. Here in turn room will be available because nearly 12,000 books will have been moved from the stack, out where the public can get at them, in the open shelf Circulating Room. This arrangement will insure adequate room for the Reference Department, and the studious quiet necessary to its patrons. The reference work will be immediately adjacent to the stack, with its files of periodicals and newspapers, its government documents and all the other supplementary resources of reference work; and there are other important administrative advantages. We have the assurance of the architect that the proposed changes are feasible structurally and will be harmonious architecturally. The entire cost, including equipment of the new Reference Room, is estimated at \$50,000. The expenditure could, if necessary, be spread over two budget years.

I would urge that the Board of Education give serious consideration to this very imperative need. Surely such an expenditure would come within the spirit and intent of the Julia E. Hackley Fund, which was designated to be used "for the enlargement, furnishing, equipment, support and maintenance of the said Hackley Public Library and the Hackley Manual Training School, or either of them." Surely, too, this "enlargement" not only of the building but of its efficiency and usefulness, would be in accord with the wish of the benefactor who presented this first gift to Muskegon, and who established these endowment funds in order that the institution he had

founded might never be without the financial resources to keep it modern and ample and efficient.

In closing this report I would record again my appreciation of the loyalty and enthusiasm of the library staff, and repeat what I have said in the past: a library does not consist of a building nor of a collection of books, but of service; and the value of service depends on the individuals who are giving it. If the library has been able, in spite of the cramping handicap of physical restrictions, to maintain the quality of its service to the people of Muskegon, it must be ascribed to the ability, the eagerness and the enthusiasm of the young women who comprise the staff.

Respectfully submitted,

HAROLD L. WHEELER,
Librarian



LIBRARY SERVICE TO PATIENTS IN A WARD AT HACKLEY HOSPITAL
A leading psychiatrist says it is almost impossible to over-estimate the therapeutic value of reading

THE YEAR'S GROWTH

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APPENDIX

Table I—Summary of Circulation

Books issued for home use				
	1921-22	1922-23	1923-24	1924-25
Hackley Library:				
Adult Department	75,025	99,319	115,682	135,139
Children's Department.....	47,066	61,984	62,746	66,464
Total.....	122,091	161,303	178,428	201,603
Jackson Ave. Branch.....				21,007
Lakeside Station.....	11,017	9,983	9,220	10,005
Muskegon Heights Station.....	4,164	8,964	7,100
Highland Park Station.....		1,061	3,743	3,327
Bluffton Station		299	6,281	3,799
Beidler Station.....			7,735	10,289
Night School Agencies.....	290	259	
Hackley Hospital.....			4,110	5,841
Mercy Hospital.....			4,097	5,185
Bunker School Branch.....		7,890	23,107	31,026
Angell School Station.....		2,969	6,203	7,683
Froebel School Station.....		5,558	6,513	2,240
Moon School Station.....	4,231	6,454	8,402	8,808
Nims School Station.....		4,191	10,102	9,629
VanderLaan School Station.....		60	4,521	5,111
North Muskegon School Station.....		706	664	1,613
Total.....	141,793	209,786	280,535	329,688
Average daily circulation.....	399	685	911	1,070
Largest issue in one day (Main Library)	924	1,384	1,228	1,486

Table II—Circulation of Books by Classes

Adult									
	Main Library	Jack- son	Lake- side	High'd Park	Bluff- ton	Beid- ler	Hospi- tals	Schools	Totals
Periodicals	3,262	343	90	14	3,023	6,732
General Works	188	5	4	1	198
Philosophy	965	20	9	1	2	9	3	1,009
Religion	708	27	1	5	7	1	5	754
Social Science..	2,012	84	6	2	29	13	14	2,160
Languages	268	16	1	5	8	8	4	310
Science	1,347	72	6	6	11	25	9	1,476
Useful Arts.....	4,841	391	38	32	20	36	84	5,442
Fine Arts	4,031	123	58	23	21	30	21	4,307
Literature	4,776	124	51	7	30	9	33	5,030
History	1,847	95	27	1	7	20	18	2,015
Travel	2,784	177	284	16	19	16	65	3,361
Biography	2,168	128	46	18	8	8	38	2,414
Fiction	103,197	8,208	7,812	2,980	2,340	3,831	6,424	134,792
Foreign	2,745	107	172	122	2	204	101	3,453
	135,139	9,920	8,511	3,308	2,522	4,210	9,843	173,453
Juvenile									
Periodicals	162	27	2	1,287	1,478
General Works	21	8	16	45
Philosophy	11	7	18
Religion	425	47	3	65	27	2	371	940
Social Science..	4,166	1,444	18	2	354	904	251	8,246	15,385
Fairy Tales.....	5,985	1,389	60	5	513	1,143	234	8,531	17,860
Science	1,641	349	14	164	139	44	1,794	4,145
Useful Arts.....	1,433	216	21	91	26	8	1,998	3,793
Fine Arts	2,331	274	5	188	134	22	2,572	5,526
Literature	1,712	319	9	244	253	39	2,533	5,109
History	1,988	231	7	2	93	87	23	3,166	5,547
Travel	2,437	297	15	154	166	19	2,655	5,743
Biography	1,268	188	2	59	63	3	1,773	3,356
Fiction	42,884	6,306	1,340	10	1,872	3,129	538	31,211	87,290
	66464	11087	1494	19	3799	6079	1183	66110	156235
Total	201603	21007	10005	3327	6321	10289	11026	66110	329688

THE YEAR'S GROWTH

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Table III—Classified List of Books Added and Withdrawn
Adult

	Books in Library June 30 1925	Added	With- drawn	Total in Library June 30 1925
Periodicals	4,802	438	4	5,236
General Works.....	626	94	44	676
Philosophy	1,227	45	10	1,262
Religion	1,627	74	36	1,665
Sociology	4,479	296	374	4,401
Languages	446	40	42	444
Science	1,788	128	230	1,686
Useful Arts	3,433	610	116	3,927
Fine Arts.....	2,375	265	60	2,580
Literature	5,604	237	46	5,795
History	3,982	235	2	4,215
Travel	2,830	158	14	2,974
Biography	4,124	183	10	4,387
German	1,479	58	1,421
Holland	910	7	903
French	105	3	108
Polish	194	2	192
Italian	20	223	243
Spanish	6	6
Swedish	164	1	165
Norwegian	93	93
Greek	128	128
Public Documents.....	4,144	70	137	4,077
Fiction	15,068	2,234	321	16,981
Total Adult	59,523	5,555	1,513	63,565

Juvenile Including School Collection

Periodicals	172	19	191
General Works.....	129	6	135
Philosophy	9	9
Religion	144	11	11	144
Sociology	667	519	387	799
Languages	6	6
Science	424	84	40	478
Useful Arts.....	359	65	8	416
Fine Arts.....	532	127	58	601
Literature	475	129	104	500
History	702	121	58	765
Travel	614	138	66	686
Biography	538	83	44	577
Fairy Tales.....	1,009	326	355	980
Fiction	5,459	1,218	1,005	5,672

Total Juvenile	11,249	2,846	2,136	11,959
Total at Library.....	70,772	8,401	3,649	75,524

Magazines bound during year (vols).....	396
Newspapers bound during year (vols.).....	46
Books rebound.....	3,042
Books repaired in library.....	1,070

HACKLEY PUBLIC LIBRARY

Table IV—Financial Statement, 1924-1925

Receipts	
<i>Tax Levy</i>	\$10,665.00
Library fines on overdue books, etc.	2,075.97
Income from Duplicate Rental Books.....	203.98
Rental fines, from County Treasurer.....	3,529.99
Interest on Daily Bank Balances.....	92.53
Miscellaneous receipts	42.81
<i>Interest from Library Endowment Fund</i>	14,970.39
<i>Julia E. Hackley Educational Fund</i>	29,417.75
	<u>\$60,898.42</u>
Cash on hand July 1, 1924.....	319.34
	<u>\$61,317.76</u>
Expenditures	
ADMINISTRATION	
Salaries, librarian and assistants.....	\$29,556.04
Office expenses and supplies.....	2,760.00
Other expenses of administration.....	266.83
	<u>\$32,582.90</u>
OPERATION	
Salaries, Janitors.....	\$ 3,980.98
Fuel	1,139.97
Light	1,351.42
Night watchman's expenses and supplies.....	42.52
Building and janitors' supplies.....	381.75
Water	10.17
Auto expense and supplies.....	70.16
Other expenses of operation.....	169.78
	<u>\$ 7,146.75</u>
MAINTENANCE	
Building repairs	\$ 2,082.87
Equipment repairs.....	90.15
Rebinding	2,399.82
Other expenses of maintenance.....	185.00
	<u>\$ 4,757.84</u>
CAPITAL OUTLAY	
Furniture, fixtures and apparatus.....	\$ 915.43
Books	11,093.14
Magazines, journals and newspapers.....	1,477.42
Prints, photographs and views.....	50.51
	<u>\$13,536.53</u>
FIXED CHARGES	
Insurance	\$ 1,171.37
	<u>\$ 1,171.37</u>
AUXILIARY	
Rent of Jackson Ave. Branch.....	\$ 420.00
	<u>\$ 420.00</u>
OTHER PAYMENTS REFUNDED IN RECEIPTS	
Night watchman's expense and supplies.....	\$ 42.51
Miscellaneous30
	<u>\$ 42.81</u>
	<u>\$59,658.20</u>
Balance on hand July 1, 1925.....	1,659.56
	<u>\$61,317.76</u>

THE YEAR'S GROWTH

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Table V—Budget, 1925-1926

Estimated Receipts	
<i>Tax Levy</i>	\$ 15,500
Library fines on overdue books	2,200
Penal fines from County Treasurer	2,200
<i>Interest from Library Endowment Fund</i>	13,000
<i>Julia E. Hackley Educational Fund</i>	30,015
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	\$ 62,915
Estimated Expenditures	
ADMINISTRATION	
Salaries, Librarian and Assistants	\$ 35,490
Office supplies and expenses	2,300
Other expenses of Administration	450
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	\$ 38,240
OPERATION	
Janitors' Salaries	\$ 3,600
Fuel	1,300
Light	1,300
Nights watchman's expenses	50
Building and janitors' supplies	250
Water	25
Other expenses of operation	350
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	\$ 6,875
MAINTENANCE	
Building repairs	\$ 600
Equipment, repairs and replacement	300
Rebinding	2,500
Other expenses of maintenance	100
	<hr/>
	\$ 3,500
FIXED CHARGES	
Insurance	\$ 1,200
	<hr/>
	\$ 1,200
CAPITAL OUTLAY	
Equipment, Furniture and Fixtures	\$ 500
Books	10,000
Prints, photographs and views	300
Magazines, journals, newspapers	1,200
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	\$ 12,000
AUXILIARY	
Rent and Maintenance, Jackson Ave. Branch	\$ 1,100
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	\$ 1,100
Total	<hr/>
	\$ 62,915

HACKLEY PUBLIC LIBRARY

Table VI—Statistics

Arranged according to American Library Association revised form
Report for Year Ending June 30, 1925

Name of Library—Hackley Public Library.
City—Muskegon, Michigan.
Name of Librarian—Harold L. Wheeler.
Date of founding—May 25, 1888.
Population served (1920 census)—Muskegon, 36,570.
Muskegon Heights, 9,514.
(1925 census)—Muskegon, 43,088.
Muskegon Heights, 12,000.
Assessed valuation of Muskegon—\$60,234,420.
Rate of tax levy for library purposes—.194 mill on the dollar, 1924-25;
.257 mill, 1925-26.
Assessed valuation is 90% of true cash value.
Terms of use—Free for lending and free for reference to citizens of
Muskegon and Muskegon County.
Total number of agencies—Seventeen, consisting of Main Library, 1
branch, 4 stations, 1 school branch, 5 school stations, 2 hospital
libraries, 3 fire station deposits.
Number of days open during year (Main Library)—361
Hours open each week for lending (Main Library)— 81
Hours open each week for reading (Main Library)— 85

INCREASE

	Adult	Juvenile	Total
Number of volumes at beginning of year.....	59,523	11,249	70,772
Number of volumes added during year.....	5,555	2,846	8,401
by purchase, 7,596			
by gift, 356			
by binding, 449			
Number of volumes withdrawn during year....	1,513	2,136	3,649
Total number at end of year.....	63,565	11,959	75,524

USE

	Adult	Juvenile	Total
Number of volumes of fiction lent for			
home use.....	138,221	87,290	225,511
Total number of volumes lent for			
home use	173,453	156,235	329,688
Circulation: 6 per capita for both cities; or 7.65 per capita on the basis of Muskegon alone (1925 population estimate).			

REGISTRATION

	Adult	Juvenile	Total
Number of borrowers registered during year	3,141	1,897	5,038
Total number registered borrowers.....	9,145	6,257	15,402
Registered borrowers are 28 per cent of the population of both cities; or 39 per cent of population of Muskegon alone.			
Registration period is three years.			
Number of newspapers currently received—18 titles, 19 copies.			
Number of periodicals currently received—357 titles, 423 copies.			
Number of staff, library service—16, 4 part time pages.			
Number of staff, janitor service—4, including 1 part time helper.			

BOARD OF EDUCATION

1925-1926

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LIBRARY COMMITTEE

Louis C. Walker, Chairman
William H. Marquardt Martin E. A. Aamodt

LIBRARY STAFF

Harold L. Wheeler.....	Librarian
May V. Sibley.....	Assistant Librarian
Mary S. Wilkinson.....	
.....	Supervisor of Work with Children and with Schools
Jessie C. Moon (Mrs).....	Chief of Circulation Department
.....	Reference Librarian
Ruth W. Plumb.....	Supervisor of Branches and Stations
Emily G. Davis.....	Assistant Reference Librarian
Katherine S. Davidson.....	Librarian Muskegon Heights Branch
Bernice E. Doran.....	Librarian Bunker School Library
Irene M. Hansen.....	Secretary to the Librarian
Marjorie A. Brown.....	Senior Assistant
Irene C. Lindquist (Mrs).....	Senior Assistant
Lotta M. Crabtree.....	Librarian Jackson Ave. Branch
Alma M. Sollers.....	Senior Assistant
Dora A. Moon.....	School Assistant
Beatrice E. Hansen.....	Assistant
Katharine Miller.....	Assistant
Ella D. Marvin.....	Assistant
Harriet O. Wilson.....	Assistant
Harriet H. Abbott.....	Assistant
Marguerite Hansen.....	Assistant
Martha Parker (Mrs.).....	Assistant, Muskegon Heights Branch
Nelis Kampenga.....	Page
Kenneth Godshalk.....	Page
William Valk.....	Page
Harold Kampenga.....	Page
Marie Gust.....	Page, Jackson Ave. Branch
Hazel Etterbeck.....	Page, Muskegon Heights Branch



JAN 31 1928

Serving a Reading City

And What It Costs

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ANNUAL REPORT
OF THE
HACKLEY PUBLIC LIBRARY
MUSKEGON, MICHIGAN
1926 - 1927

HACKLEY PUBLIC LIBRARY

Third Street and Webster Avenue

Telephones

22-903 Office of Librarian.
248-271 Reference, Business and Technical Department.
248-272 Main Delivery Desk, for renewals and reserves.
248-372 Children's Room.
23-861 Jackson Avenue Branch Library.
32-235 Muskegon Heights Branch Library.
20-612 High School-Junior College Library.

Library Hours

Adult Department: Main Floor
Open week days 8:30 a. m. to 9:30 p. m.
for reading, reference and lending.
Open Sundays and Holidays from 2:00 to 6:00 p. m.
for reading only.

Children's Room: Second Floor
Open on school days 8:30 a. m. to 9:00 p. m.
Open Saturdays and Summer Vacation
8:30 a. m. to 6:00 p. m.
Closed Sundays and Holidays.

The Library is closed all day May 30, July 4,
Thanksgiving Day, and Christmas.

BRANCHES AND STATIONS

Muskegon Heights Branch
59 West Broadway, Muskegon Heights
Open week days, 12:30 to 6:00 p. m.
Monday, Wednesday, Friday evenings, 7:00 to 9:00
Saturdays, 9:00 a. m. to 6:00 p. m.

Jackson Avenue Branch
307 Jackson Avenue
Open week days, 2:00 to 6:00 p. m.
Monday, Wednesday, Friday evenings, 7:00 to 9:00
Saturdays, 9:00 to 12:00 a. m. 2:00 to 6:00 p. m.

Delivery Stations

Apple Avenue Station — Lindstrom's Drug Store,
Thursdays, 2:00 to 5:30 p. m.
Beidler Street Station — Menzie's Drug Store,
Mondays and Thursdays, 2:00 to 5:30 p. m.
Fridays, 7:00 to 9:00 p. m.
Bluffton Station — Bluffton School, Cherry Street
Tuesdays, 1:30 to 5:00 p. m.
Highland Park Station — Meinhardi's Drug Store,
Thursdays, 2:00 to 5:30 p. m.
Lakeside Station — Runzel & Son, West End Drug Store,
Wednesdays and Saturdays, 2:00 to 5:30 p. m.
South End Station — Moon School,
Daily, except Saturdays, 1:00 to 5:00 p. m.

Hospital Service

Hackley Hospital — Tuesday, Thursday and Saturday afternoons.
Mercy Hospital — Monday, Wednesday and Friday afternoons.

Serving a Reading City And What It Costs

**Being the
Annual Report
of the
Hackley Public Library
1926 - 1927
and a Six-Year Review**

MUSKEGON, MICHIGAN

1927



HACKLEY PUBLIC LIBRARY

Wm. Harold L. Wheeler
8-17
8-18-1928

HACKLEY PUBLIC LIBRARY
ANNUAL REPORT OF THE LIBRARIAN
AND SIX-YEAR REVIEW

Year Ending June 30, 1927

August 16, 1927

TO THE BOARD OF EDUCATION
MUSKEGON, MICHIGAN

Gentlemen:

I present herewith the annual report of the Hackley Public Library for the year ending June 30, 1927. Although this is primarily a report of a single year's activity, it seems an opportune time to review the library's progress during the past five or six years, and to measure ourselves with respect to the future.

Book Borrowers

On June 30, 1927, there were 18,335 regular borrowers of books from the library. Library borrowers are "registered" and their cards issued to them for a period of three years, at the end of which their cards automatically expire. During the past year 4,518 borrowers' cards were thus deducted from the library's count. Of these 1,996 re-registered, however, which with 3,998 new registrations during the year, brought the total number of active borrowers to 18,335, a net increase of 6.76 per cent over the 17,174 borrowers listed a year ago. These eighteen thousand library patrons comprise one third of the entire population of the two cities, Muskegon and Muskegon Heights. Thirty-five per cent of the residents of Muskegon are library borrowers, and about twenty-five per cent of the residents of Muskegon Heights. The proportion is growing fairly rapidly in the Heights, however. Of the total number of registered borrowers, 11,206 are adult readers, and 7,129 are children. Fewer than two-thirds of all these borrowers are patrons of the main library, 8,040 being registered at the various branches and stations.

Circulation of Books

These patrons of the library have borrowed, during the year, 445,484 books for home or business use, an increase of 12.3 per cent over the number borrowed the previous year. These 445,484 volumes, pro-rated among the 55,000 people of Muskegon and the Heights, mean an average borrowing of more than eight books during the year by every resident of the two cities. According to library statistics for 1925-26 recently published in "The Library Journal", this circulation per resident was equaled by the libraries of only seven of the 209 American cities of 40,000 population or over. The average circulation is less than four per resident.

Muskegon is therefore one of the "reading-est" cities in America, if these statistics are any indication; for they show that the people of Muskegon are borrowing as many books from their public library as are the readers in many cities three or four times its size.

What Does Muskegon Read?

Of the total number of books borrowed, fiction comprises 67.5 per cent, a slightly lower ratio than for the previous year or two. Next to fiction and the current periodicals the most popular group among the adult readers is "literature", comprising poetry, drama and essays, which has forged ahead of the "practical" group on industries, business and applied science. Next in popularity come the fine arts and travel, with history, the social sciences and biography not far behind. So far as one can generalize from statistics, it would appear that Muskegon people have good reading taste — they not only read much but read well.

Fiction constitutes about two-thirds of all the books borrowed from the library. We think that this is a fairly normal and healthy ratio, although some few libraries claim a fiction ratio of little more than fifty per cent. A fiction reader can and does read several novels a week, whereas two or three weeks is seldom long enough for the slower, more careful reading that a book of non-fiction requires. The term fiction, moreover, includes the "classics" and the many modern stimulating, thought-provoking novels. And it is our observation in this library that this worth-while fiction is very extensively read and in continuous demand. Even the light, popular stories are not wholly without their value. "The literature of escape", some one has called them, because they enable tired, worried men and women to escape for an hour from the weariness and the problems of every day and find re-creation through vicarious adventures in an entirely new and different world. Nevertheless there is a very serious obligation upon the library always to be unobtrusively encouraging its public toward an appreciation and an enjoyment of better books.

The Low Fiction Shelves

When the library was remodeled in 1922 and the new Reading Room thrown open to the public on the "open shelf" basis, several factors led to the arrangement of the fiction on the two lower shelves; and these factors still obtain today. In the first place, it was not practicable to locate the fiction all in one place, because of the congestion which would result when even a few borrowers tried to get books at the same time. It was necessary to spread the fiction well around the room. Secondly, it was the library's duty and desire to encourage the reading of other books than novels. The library would not deserve support nor recognition as having any value to the community if it rested content with being a sort of literary ice-cream parlor, and made no effort to encourage the reading of something more than merely light fiction. It was to this end that the fiction was arranged on the two lower shelves around the room, and the books of travel, biography, essays, drama, economics, and other subjects, were placed on the shelves above. We felt — and it has proved true — that people would borrow fiction anyway, even from the lower shelves; but that many readers, looking for fiction, would see attractive books with appealing titles on the shelves above the fiction, and so read books more worth while and fully as interesting. On the other hand, if the fiction were on the upper shelves and the non-fiction on the lower shelves, more than eighty per cent of the library's patrons would never look at the lower shelves or read anything but novels.

Whether or not it is due to this "ribbon arrangement", the library has succeeded in increasing the reading of non-fiction. And so we are very loath to depart from an arrangement which seems to be helping the library to accomplish its proper function in the community. We know there is objection on the part of a few readers to this arrangement, because some find it difficult to stoop down to see the titles on the lower shelves.

How can we solve this dilemma? We wish we knew. The cordial approval and good will of its patrons is the greatest asset that the library could have; and we want to hold and deserve the good will that has been made so generously evident. We want, too, to be reasonable in our effort to promote better reading.

It was for the sake of these readers that we provided about twenty little benches and placed them in all the alcoves, so that the fiction lovers could sit down to their browsing in comfort, and could carry the benches with them as they moved about the room. It is not practicable to "raise" the book cases; for one of several reasons, it would necessitate an entire rebuilding of all the cases.



LIBRARY SERVICE TO PATIENTS IN A WARD AT HACKLEY HOSPITAL

A leading psychiatrist says it is almost impossible to over-estimate the therapeutic value of reading

The Real Solution

The permanent solution to this problem lies in the erection of an addition to the library building, carrying it over toward the Art Gallery, as is discussed later in this report. Such an addition would solve many difficulties — crowded shelves, lack of space, the impossibility of making more than half the book stock open to the public, and the confusion and irritation that comes to so many readers from having the reference department trying to function in the same room with a circulating department. It would enable us to bring all the circulating books out into the present reading room, to the great satisfaction of borrowers. The fiction could then be arranged the full height of the wall cases; there would be room for all of it, and for all the books on travel, and house plans, and drama and all the other fields of interest. This is the true and ultimate solution of the fiction problem and of many other problems.

Rapid Growth in Six Years

The library has made rapid strides during the last five or six years in its effort to take good books and good service to the people of Muskegon; and nowhere does the result show more clearly than in the constantly growing measure in which Muskegonites are borrowing books from their library. The following figures show how rapid and yet how consistent has been this growth in the number of books borrowed:

1921-22	141,793	
1922-23	209,786	— 48 per cent increase
1923-24	280,535	— 34 per cent increase

It was at this point that we looked for the large increases to fall off, for 280,535 meant a per resident borrowing of 5.1, which was considerably higher than the average for public libraries the country over. But the increases have continued, although diminishing to a more normal ratio.

1924-25	329,688	— 17 per cent increase
1925-26	396,547	— 20 per cent increase
1926-27	445,484	— 12 per cent increase

Of course such a growth in book borrowing must have been accompanied by an increase in the number of people who are doing the borrowing. The number of borrowers now is more than double what it was in 1921. In December of that year the library, in its program of reorganization, discarded its entire list of borrowers and started out afresh. Here is the five years' record of growth:

June, 1921	7,231
December, 1921	0
June, 1922	4,209
June, 1923	10,353
June, 1924	14,914

From this point all borrowers were dropped from the list as soon as their cards were three years old, and required to re-register, so as to eliminate "dead wood" and "padded figures" from the record. Yet more and more new patrons have been converted to the "library idea":

June, 1925	15,402
June, 1926	17,174
June, 1927	18,335

Branches and Stations

Much of the increase in the library's "business" is due to its publicity efforts, to its attempt to keep up its supply of the better, newer books, and to its effort to take the initiative in bringing its service to the public rather than waiting for the public to think of the library.

A more active cause of the increasing circulation, however, is the increase from year to year of branches and stations, which make it possible for residents in all parts of the city to have convenient access, near their own homes, to one or another of the library's distributing points.

In 1921 the library had two stations, that at Muskegon Heights, open on Saturday mornings, and that at Lakeside, open two afternoons a week. Now the station at the Heights has become a full time branch, in its own permanent quarters; there are the other large branch on Jackson Avenue, a half time branch for adults as well as children at the Moon School, a full time branch for children at the Bunker School, the new Senior High School and Junior College Branch, and five other neighborhood stations and three school stations as well as the much appreciated service at the two hospitals and the old People's Home.

During the past two years more than half of all the books borrowed — 254,353 in 1926-27 — were taken from distributing points outside the main library. More than 76,000 of these books were issued from the five grade school branches and stations, nearly 34,000 of them being from the Bunker School Branch Library, and 15,000 from the Moon School Sub-branch.

The library's service in the hospitals has been so warmly appreciated by the patients and by the hospital authorities, and has seemed so useful, that it was increased this year from two afternoons to three afternoons a week at each hospital. More than 20,000 books were lent to patients and staff at the two hospitals from the small book collections maintained there. A deposit station was also opened at the Old People's Home for the benefit of the residents, and the books were regularly lent and their use recorded as at other stations.

The circulation from the various branches and stations during the past year was as follows: Muskegon Heights

Branch, 74,867; Jackson Avenue Branch, 29,037; High School-Junior College Branch, 20,678; Bunker School Branch, 33,858; Moon School Sub-branch, 13,930; Lakeside Station, 9,194; Highland Park Station, 2,339; Bluffton Station, 6,716; Beidler Street Station, 8,209; Apple Avenue Station, 3,850; Angell School Station, 11,010; Nims School Station, 11,121; Vanderlaan School Station, 7,148; Hackley Hospital, 10,496; Mercy Hospital, 10,559; Old People's Home, 341.

It must be obvious that these channels of book distribution are an essential factor in the library's service to the whole community.

The library lost a valuable member of its staff, in August, through the resignation of Mrs. Ruth Plumb Rodgers, who had created most of the branches and stations, and was General Supervisor of all of them. Mrs. Rodgers organized and developed the hospital service in both hospitals; she organized and opened the Highland Park, Bluffton and Beidler Street Stations, and the Jackson Avenue and Muskegon Heights Branches. As her successor we have made a very happy selection in Mrs. Clemence E. Parks, a graduate of the University of Washington and its Library School, who has had a very valuable library experience in Washington and California. She came to us in November from Modesto, California, where she was in charge of the Public Library, a branch of the Stanislaus County Library.

Muskegon Heights Branch

A year and a half ago the Hackley Library opened its Muskegon Heights Branch in the Reed building on West Broadway. This was made possible by the action of the Muskegon Heights City Council in June, 1925, in signing a three-year contract with the Hackley Library for branch library service in the Heights, and including an appropriation in the city budget to meet the first payment on the contract. A room 30 by 60 feet large was provided for the new Muskegon Heights library by leasing one of the rooms in the new Reed block. This was equipped with the necessary furniture, and with about 4,000 books, as well as magazines, newspapers, information service and telephone and is open every afternoon, three nights a week and all day Saturdays.

If there was ever any doubt in the minds of the Muskegon Heights residents as to the wisdom of the city council in signing the contract for this branch library, that doubt must long since have been dispelled by the great popularity of the new library, and the heavy use it has had and still has long after the first novelty has worn off. The success of the Heights branch has far exceeded anything that was anticipated.



MUSKEGON HEIGHTS BRANCH
Residents of "The Heights" borrowed 75,000 books last year

More than three thousand residents of the Heights are regularly borrowing books from the new library. With its stock of 5,700 books it has been running a "circulation" of 5,000 to 9,000 volumes per month. During the past year, 74,867 books were borrowed from this branch. In the twenty months the branch library has been open, it has had a "turn over" of its book stock 23 times.

Month by month the Heights library, with its staff of three people, and its small stock of books, is lending more than one-third as many books as are being borrowed from the whole main library building down town. Nor is all this use being made by children. Popular as the new library is with the school children and crowded to standing room capacity as it is after school hours, adult readers are making just about as great use of it as are the children. No one can doubt that the action of the City Council in voting a contract and appropriation for a Heights Library Branch has met with widespread popular approval.

High School Junior College Library

An important development of the past year was the opening of the new Senior High School Junior College Library in the new building. This splendidly equipped library, in a room nearly one hundred feet long, is for the use of the faculty and students on the Central Campus; but is a branch of the Hackley Public Library, maintained by public library funds and directed and administered under public library supervision. When the new building was opened, the library had an initial book stock of about 3,000 volumes, which increased to 4,500 volumes during the school year. Miss Esther Evans was appointed librarian. Miss Evans is a graduate of the University of Iowa and of Pratt Institute Library School in Brooklyn; and has had several years successful experience in the administration of high school libraries.

The new campus library may be said to have two objectives in view. It should be — and its books were chosen in close co-operation with the teaching staff in order that it might be — a laboratory for the use of the students, to be used in the working out of problems connected with their English, history, science, and other courses of study. More than this, however, it should be an inviting avenue of introduction to the pleasures of good literature. It should be the effort of the school library to develop a taste for recreational reading of the best type. An education which teaches young people how to read but fails to teach them how to discriminate in their choice of what to read, or how to appreciate or understand or evaluate what they have read, can hardly be called an entirely successful education. The school library has a unique opportunity to



HIGH SCHOOL JUNIOR COLLEGE LIBRARY

This busy scene represents additional book-use of real value to the growth of Muskegon

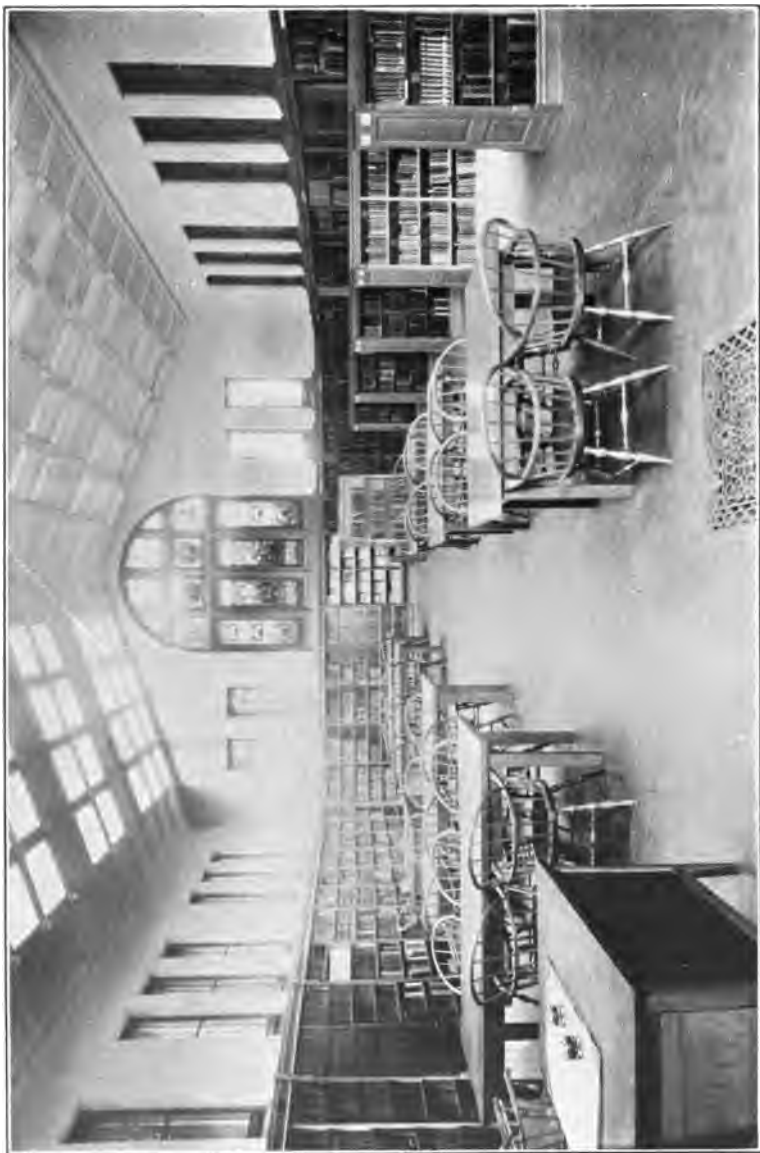
help build up this appreciation and this discriminating taste. It is in itself a liberal education for students to "browse" in as carefully chosen a book collection as most modern libraries represent; and possibly their free time or study periods could be employed to no more cultural advantage. Miss Mary E. Hall, Librarian of the Girls' High School, Brooklyn, and the dean of American high school librarians, in a recent letter describing the objectives in her own library said, "We tempt pupils to read the great fiction and plays by having the most beautiful illustrated editions we can find; and they are reading these with great delight in spite of the lure of the best seller when they get out of school. They tell me the reading of these books makes them realize how poor many of these best sellers are and gives them a standard of measurement. Pupils come back years after and tell me that the freedom to browse in our school library was the finest thing they got out of their four years, and set a standard for all their subsequent reading." It is in this direction that our new High School Junior College Library is striving to serve — to encourage the students not only to read, but to want to read, and to want to read good literature.

When the new campus library was opened last September, we had some misgivings as to whether it would reduce the very heavy use which high school students always made of the main library reference rooms. The new school library has proved popular beyond all expectations, and is so busy and so crowded that many times during the day there is "standing room only." And yet, far from there being any falling off in the student use of the main library, student use is actually much greater than ever before. The use of the campus library, while all "new business", is stimulating and building up increased use of the main library.

As soon as the new High School library opened last fall, it proved to have a far larger attendance and do far more reference work than one librarian could handle alone. We have therefore had to lend various assistants from the main library, as we could best spare them to assist Miss Evans at the school library; and in an effort to keep down the library budget we shall continue this assistance during the coming year, though at much handicap to the work of the main library. A regular assistant is needed, however, and will have to be provided very soon.

Reference Department

Muskegon is not only a reading city. It is an inquiring, investigating city. More and more its residents are thinking of their library as the community's Public Bureau of Information, and are turning to it daily for the answers to their questions. Some 3,600 questions were recorded as having



THE READING AND REFERENCE ROOM

In this room two dissimilar activities—reference and research on the left, and popular book borrowing on the right—are handicapping each other's efficiency. A new Reference Room should be built, and this room devoted exclusively to "circulation."

been asked and answered during the year, although the actual number is more likely three times as many. During four months of the fall and winter, an analysis was made of the questions asked the Reference Department to determine the proportion of questions in various fields of interest. It was found that the proportion was about as follows:

Philosophy	1.5 per cent
Religion	1.7 per cent
Social Sciences, Economics and Business	22.7 per cent
Languages	3.4 per cent
Science	5.6 per cent
Technology	12.0 per cent
Fine Arts	10.5 per cent
Literature	13.5 per cent
History	7.5 per cent
Travel	9.9 per cent
Biography	8.7 per cent
Miscellaneous	3.2 per cent
Total	99.4 per cent

Following are some typical questions, illustrative of the practical use to which this department is put:

- Physical and educational requirements for U. S. air mail pilot.
- Comparison of foreign born population by nationalities in six largest U. S. cities. (for Chamber of Commerce)
- Inheritance tax rates in various states (for lawyer settling an estate)
- Five year rating of the industrial stock of two large motor manufacturing companies (for a local bank)
- How many miles of railroad in Alaska; when was it started, when completed, at what cost.
- Comparison of the death rate in 48 states; what is the commonest cause of death.
- How are some of the large cities taking care of sewage disposal.
- Does X ———, Australia, have a post office, and what is the letter rate there (for a local manufacturer)
- Legal rate of interest in various states.
- Location of A ———, (an island off the South American coast); what railroads or steamship lines enter it (for the shipping department of a local manufacturing company).
- How to figure the load for crane hooks.
- Michigan law on house to house selling.
- Location and map of the aviation landing field at M ——— (for a local manufacturer).
- Special methods of developing photographic negatives.
- Diet and treatment for a sick Airedale dog.
- Care of gold-fish, birds, and other pets.
- New suggestions for selling life insurance.
- Translation of code cables from foreign countries (for a local manufacturer)

It seems rather far-fetched to think of the public library as a money making department of the city's government. Yet it would perhaps be no great exaggeration to venture the opinion that the Hackley Library, through the information provided by its Reference Department, has enabled the city and

the citizens of Muskegon to save or to make more dollars and cents during the last few years than have been spent on the library during the same time. Questions of practical concern that are regularly being answered for manufacturers and shippers, for the technical departments of local industrial plants, for merchants, fruit growers, builders, for the Chamber of Commerce and departments of local government — the cash earning or saving resulting from the information thus given by the library can not be computed or estimated, but there is every probability that it makes the library, not an expense, but a financial asset to the city. Nor is this result any more than would be expected by any one familiar with modern reference library work. Hundreds of the country's leading business and industrial concerns maintain their own plant libraries, not for the recreational use of their employees, but purely as supplementary laboratories for technical research. The New Jersey Zinc Co., the National Cash Register Co., the Eastman Kodak Co., the Babson Statistical Organization, the International Harvester Co., the Du Pont Powder Co., the General Motors Research Corporation, Stone and Webster, Engineers, the Guaranty Trust Co. of New York, Halsey Stuart and Co., the American Brass Co., the General Electric Co., the Republic Iron and Steel Co., the American, Firestone, Goodrich, Goodyear and United States Rubber Companies, practically all of the largest banks and trust companies of America — these and hundreds of other business concerns would not maintain their plant libraries and employ trained librarians for a day if the libraries had not demonstrated beyond question that they were assets to the business, and stood on the credit side of the companies' ledgers. Is it surprising, therefore, that this should also be true of the community's reference library, where all have pooled their interest and support, attaining larger service at reduced overhead cost?

Miss Dena Babcock was appointed Reference Librarian August 1, 1926, thus filling a vacancy which had existed for more than a year. Miss Babcock is a graduate of Hillsdale College, with a year at the New York State Library School. Her library experience has been chiefly in reference work, including two years in the Business Branch of the Indianapolis Public Library.

The work of the Reference Department is seriously handicapped by the limitations of its location and arrangement. It can not grow, and the library can not effectively render the service which it should render until an adequate Reference Room is provided to make such service possible. This problem is discussed later in this report.

Cataloguing and Book Order Departments

During the year the library added 13,080 new volumes,

of which 12,026 were added by purchase, 801 by gift and 253 by binding. At the same time 8,238 volumes were withdrawn as too worn or antiquated to be suitable for further use. The total book stock at the end of the year was 87,190 volumes, of which 5,883 were at the Muskegon Heights Branch, 3,150 at the Jackson Avenue Branch, 4,477 were acquired for the new Senior High Junior College Library, 6,282 were in the School Collection, 6,561 were in the Main Children's Room, and 60,837 were in the general adult collection at the Main Library.

In addition to cataloguing and preparing these current new books, the Cataloguing Department has re-catalogued during the year some 5,112 volumes. The task of re-cataloguing necessarily moves slowly because of the constant pressure of current work. Nevertheless, great progress has been made in this important task, nearly all the important classes having been finished with the exception of Religion and Government Documents.

The moving of the Librarian's office last year, and the expansion of the Cataloguing and Book Order offices thus made possible, has greatly facilitated the work of these departments, not merely by relieving serious congestion of working space, but by permitting much more efficient routing and handling of work.

Book Fund

Of the thirteen thousand new volumes added last year, forty-five hundred were bought for the new Senior High School Library, only, 8,603 being added to the public library resources. It is very significant that during the same time there were discarded 8,238 books as no longer fit for circulation, and the net actual increase in the library's resources was only 365 books. This means that a book fund of \$10,000 will no longer do any more than keep pace with the rate at which books are being worn out in use. As a matter of fact, the \$10,000 allowance has not kept pace with the situation for some years. It is the business of a library to keep its books in use. Books that are in use ultimately wear out. The Hackley Library keeps its 80,000 books in use to the number of more than 400,000 a year. The result is that, in spite of having overdrawn the inadequate fund for re-binding, books have worn out in use faster than the library has had funds to replace them; and the book collection shows a very noticeable deterioration in condition over a period of two or three years. The book fund, originally \$12,000, was reduced to \$10,000 three years ago. But it has proved a very dubious economy, and the Board is wise to have restored it, for the coming year, to \$12,000, which is still very conservative. The mere replacement of the 8,200 that were worn out and discarded would



CHILDREN'S ROOM

The center for book service, through branches and stations, to all boys and girls in the city

cost nearly \$13,000; and they must be replaced, if not by definite title, at least in kind. So it must be evident that, spending \$13,000 out of a book fund of \$10,000 or even \$12,000, there is very little left for the library to grow on.

The Cost of Books

The price of books has risen, and continues to rise more than that of most commodities. Fiction that once sold at \$1.08 or \$1.35 is no longer selling at \$2.00 a volume; it has gone up to \$2.50. Many of the popular and important books that must be purchased in large numbers are much more expensive. Here are some of the books that have been in great demand by readers, during the past year, and whose quality and merit justifies us in trying to supply enough copies to take care of the long list of "reserve" requests:

Allen	"Israfel" (life of E. A. Poe)	\$10.00
Beebe	"The Arcturus Adventure"	6.00
Beer	"The Mauve Decade"	3.50
Bradford	"Bare Souls"	3.50
Browne	"This Believing World"	3.50
De Kruif	"Microbe Hunters"	3.50
Dorsey	"Why We Behave Like Human Beings"	3.50
Dreiser	"An American Tragedy"	5.00
Durant	"The Story of Philosophy"	5.00
Halliburton	"The Royal Road to Romance"	5.00
Halliburton	"Glorious Adventure"	5.00
Keyserling	"Travel Diary of a Philosopher"	10.00
Lawrence	"Revolt in the Desert"	3.00
Ludwig	"William Hohenzollern"	5.00
Sandburg	"Abraham Lincoln; The Prairie Years"	10.00
Seymour	"Intimate Papers of Colonel House"	10.00
Spengler	"The Decline of the West"	6.00
Sullivan	"Our Times"	5.00
Thomas	"With Lawrence in Arabia"	4.00
Wells	"World of William Clissold"	5.00

When it is remembered that not one but many copies of these expensive books must be bought, it is again apparent that a \$10,000 or \$12,000 book fund does not go very far.

Work with Children and Schools

Statistics of registration and circulation compared with the school enrollment records for Muskegon and Muskegon Heights grade schools show that we have almost reached a limit in adding to the number of juvenile borrowers. Our present goal therefore is not to increase the number of books read, but to improve the quality of appreciation that makes genuine readers and book lovers out of "borrowers." Library work with children in Muskegon is now well organized, with



MOON SCHOOL LIBRARY



BUNKER JUNIOR HIGH SCHOOL LIBRARY

the foundation of a good book collection. The next logical step is to build well for the future upon that foundation.

The past year has been a very active one in the childrens' department. Weekly for a period of fifteen weeks stories were told to little children by Miss Whelan and Miss Loewe, the attendance of more than sixteen hundred being a large increase over that of the previous year. Similar story hours were held weekly through the winter months by Miss Ashley at the Jackson Avenue Branch. The volume of other business was so heavy at the Muskegon Heights Branch, and adult patrons were so many on Saturdays, the only day feasible for story hours, that it was not practicable to hold them at that branch. The interest and pleasure aroused by the story hour are so great that we feel strongly the necessity of lengthening the story hour season and extending it in such fashion as to appeal to older children also. Six reading hours were held in the central Childrens' Room, when some of the shorter classics of childrens' literature were read to appreciative groups. Miss Moon and her associates, in visiting the school stations, have developed the opportunity of reading stories and poems aloud, as a means of introducing books. An investigation was undertaken during the spring, under Miss Moon's direction, to discover the development in reading taste among the children of the various schools in which library stations are maintained. The children at the Bunker School, under the encouragement of Miss Doran, organized a book club which held regular meetings during the year for the discussion of worthwhile books of interest to them. An interesting activity at the central Children's Room has been the organization by a group of children of a poetry club, with Miss Whelan as advisor. This group meets weekly for the reading and study of modern poetry.

A similarly intensive type of work is planned for the coming year. Efforts will be made to develop a taste for the best type of imaginative reading; to introduce books of information and give instruction in the use of them; and to emphasize the resources of the library to the child, his teacher, and his parents. Personality, sympathy, and attention to individual cases are all factors in guiding imaginative reading. Hence no set program can be planned, since so much depends upon the child, the book, and the psychological time to present the one to the other. The period spent in school is brief when compared to the average span of life; so the library both supplements and carries on the education of the school. With this thought in mind, children should be trained for the adult department of the library, and helped to discover its usefulness to them for the remainder of their lives.

The library and the children of Muskegon experienced a

serious loss when, in February, Miss Mary S. Wilkinson resigned her position as Supervisor of Work with Children and with Schools, in order to take charge of the children's work at the public library of Baltimore, Maryland. Miss Wilkinson is an outstanding figure in the library world; she brought to her work in Muskegon the ability and judgment that come from wide experience.

We are fortunate in having appointed as her successor Miss Mabel B. Moore, who is also a librarian of wide experience and mature judgment. A graduate of Otterbein College, Ohio, and of the Carnegie Library School of Pittsburg, Miss Moore's experience in children's work has been extensive and successful. She comes to us from the Ohio State Library at Columbus.

Staff

The staff during 1926-27 comprised 25 assistants and six part time pages, including the staffs of the various branches.

During the year the following resignations have occurred:

Miss Mary S. Wilkinson, Supervisor of Work with Children and with Schools, resigned in February to undertake similar work in Baltimore.

Mrs. Ruth Plumb Rodgers, Supervisor of Branches and Stations, resigned in August, 1926, to join her husband in the south. She has been assisting in a very interesting project of organizing and demonstrating county or "parish" library service in Louisiana.

Miss Kathryn Davidson, Librarian of the Muskegon Heights Branch, and Miss Lotta Crabtree, Librarian of the Jackson Avenue Branch, resigned during the summer of 1926 to be married.

Miss Marjorie A. Brown, Senior Assistant, resigned in August to accept a position in the library of the University of Michigan.

Miss Kathryn Miller, Junior Assistant, resigned in September to enter college.

Mrs. Martha Parker, Assistant at the Muskegon Heights Branch, resigned June 30, 1927, to take charge of the Muskegon Heights High School Library.

To fill these and other vacancies the following appointments have been made during the year:

Miss Dena Babcock, a graduate of Hillsdale College and of the New York State Library School, appointed Reference Librarian, August 1, 1926.

Miss Sarah A. Whelan, a graduate of the Carnegie Library School of Pittsburg, appointed Assistant Children's librarian, August 1, 1926.

Miss Esther M. Evans, a graduate of the University of Iowa and of Pratt Institute Library School, appointed librarian

of the new Senior High School Junior College Library, September 1, 1926.

Miss Marion Ashley, who had previously been on the library staff, but had been absent two years, attending Albion College and the summer library class at the University of Michigan, appointed librarian of the Jackson Avenue Branch, September 1, 1926.

Miss Mary Beeman, a graduate of the University of Michigan and of its summer course in library methods, appointed librarian of the Muskegon Heights Branch, September 1, 1926. Miss Beeman, however, resigned on January 1st, to accept a position in charge of the High School Library at Mt. Clemens, Michigan.

Mrs. Clemence E. Parks, a graduate of the University of Washington and of its Library School, appointed Supervisor of Branches and Stations, November 1, 1926.

Miss Mabel B. Moore, a graduate of Otterbein College and of the Carnegie Library School at Pittsburgh, appointed Supervisor of Work with Children and with Schools March 1, 1927.

Miss Esther Conner, a graduate of the Wisconsin Library School, appointed librarian of the Muskegon Heights Branch, July 1, 1927.

This summer, as in past years, several members of the library staff have been using their vacations to attend summer schools either in library methods or in general cultural courses. In the last six summers, 1922 to 1927, fourteen assistants have gone from this library to attend such summer courses, wholly of their own initiative, without suggestion from the librarian. One of them has attended four summer sessions, one has attended three, and two have been twice to summer school — an average of three and a half representatives of this library every summer, majoring in library methods, or in literature and other courses pertinent to library work. It is a matter of satisfaction to know that members of the library staff are so interested in their profession, and so awake to the need of training for it, that every summer there are several assistants eager to give up their vacations and incur the expense occasioned by this period of study.

At the annual meeting of the Michigan Library Association held at Manistee, June 30th to July 3rd, 1926, Miss May V. Sibley, Assistant Librarian, was elected Secretary to the Association for the ensuing year.

During the winter and spring Miss Irene M. Hansen, under the librarian's direction and working largely in her own free time, compiled an interesting and useful table of "Statistics of American Libraries" in 335 cities of from 15,000 to 50,000 population, which was printed as an article of fifteen pages in the May 15th number of "The Library Journal",

supplementing similar statistics which had already been published for the libraries in cities of over 50,000 population. Miss Hansen's compilation covered an analysis of the expenditures of these 335 libraries, their cost ratios, circulation, registration and book stock, the size of their staffs, and their performance as measured by funds, population and staff. Many of the figures and statements in this report are based upon Miss Hansen's survey.

The Cost of Maintaining the Library

We take pride in the service which the library is giving and the extent to which it is reaching and helping the people of the community. It is interesting and pertinent to inquire what this service is costing Muskegon.

Cost per Unit of Service

There are two ways of measuring library costs. One way, which aims to give some idea of the efficiency or wastefulness of the library's administration, is by the expenditure per volume circulated, low costs per unit, presumably indicating better administration, and high costs per unit, indicating decreased efficiency. Some librarians take exception to this rather arbitrary method, because it divides the total expenditures by the number of books issued, ignoring reference work, cataloguing and other activities. Moreover it is not any too accurate or fair, since some libraries with relatively high unit costs are certainly more efficiently administered than some libraries whose unit costs are only half as great. On the other hand, this method does give some measurement of cost and efficiency, if interpreted with latitude and judgment, and in connection with other factors, such as circulation per capita, etc.

Muskegon's cost per unit of circulation has grown steadily smaller during the past half-dozen years, and is now less than half of what it was a few years ago. In 1921-22 the library spent \$53,206 and lent 141,793 books, a "cost per circulation" of 37.5 cents. Last year the cost had been reduced to 18.1 cents per circulation, which included the unusual expenditure of \$9000 for the new High School Library, without which the normal costs were only 16.1 cents per book circulated. The following table shows how costs have been reduced during the last six years:

Year	Volumes Circulated	Total Expenses	Cost Per Circulation
1921-22	141,793	\$53,206	\$0.375
1922-23	209,786	64,636	.308
1923-24	280,535	56,634	.201
1924-25	329,688	59,658	.181
1925-26	396,547	65,975	.166
1926-27	445,484	80,642	.181
		72,000	.161

The cost in 1927-28 will be not over 15.9 cents per book issued. It must be remembered that this ratio includes the expense of operating buildings, doing cataloguing, clerical and specialized reference work, maintaining branches and school libraries, and all other expenses.

This is very close to the average for all libraries. Among libraries which are recognized both as giving good service and being efficiently and carefully administered, Detroit's cost per circulation is 25.8 cents, Cleveland's is 20.7 cents, Pittsburgh's is 23.4 cents, Newark's is 26.5 cents, Providence's is 25.8 cents, Dayton's is 29 cents, Grand Rapids' is 18 cents, Kalamazoo's is 15.9 cents, Davenport's is only 10 cents, Cedar Rapids' is 9.2 cents, Sioux City's is 13.1 cents, and Newton, Mass., spends 14.3 cents. The average cost per circulation for the libraries of all cities of 50,000 to 100,000 population is 15.5 cents. Muskegon's cost ratio is therefore about as low as can reasonably be expected, although inclining toward still further reduction.

Cost per Resident

Another way of measuring costs, and one which is much more satisfactory because it is definite and applies with fairness to all communities, is on the basis of expenditures per resident.

The total expenditures of the library, for all purposes, during the year 1926-27 were \$80,642.39, as itemized in the Financial Statement given in Table IV at the end of this report. Deducting \$5,000 which was spent for the maintenance of the Branch at Muskegon Heights and paid by the City of Muskegon Heights, the library's expenditures within the City of Muskegon were \$75,642.39. Divided among the 43,088 residents of Muskegon (U. S. Census estimate, 1925) this means that there was spent for library service \$1.76 per person. This includes, however, the maintenance of the Junior College and Bunker School Libraries and a \$9,000 special fund for buying the initial book stock for the new Junior College Library.

The budget for the current year, 1927-28, as itemized in Table V at the end of this report, calls for total expenditures, including the school libraries, of \$78,435, a reduction from last year. Deducting the \$5,000 paid by the City of Muskegon Heights, the remaining \$73,435 represents a cost of \$1.70 per resident of Muskegon.

Certainly this \$1.76 or \$1.70 can not be considered an excessive per capita cost for maintaining the library. It is the equivalent of four or five admissions to the movies; it will possibly pay caddy fees for a couple of afternoons at the golf links; it will buy nine or ten gallons of gasoline for a Sunday outing; it is less than the price of one new book of current fiction, or of one year's subscription to the average magazine.

HACKLEY PUBLIC LIBRARY

Comparison with Other Cities

Compared with other cities and other libraries, Muskegon is supporting its library well. Consequently, as compared with many other cities, Muskegon is getting better library service and more of it. The American Library Association, formulating the consensus of experience of leading library administrators the country over, has stated that one dollar per resident is the minimum upon which a public library can be expected to give adequate service to its community. And the definition of such adequate service sets a standard lower than obtains in Muskegon, with the comment, "Communities desiring their libraries to supply these needs extensively and with the highest grade of trained service, will find it necessary to provide a support much larger than the minimum of one dollar per capita." Probably ninety per cent of American libraries are spending less than this dollar per resident minimum. And in most cases their service shows the results of this financial strangulation. "The Cinderella of the Cities", a recent magazine writer has called the American Public Library, adding, "There is no civic institution which the average urbanite takes greater pride in — when there is one justifying a feeling of pride — than the public library. Yet, according to authentic statistics, no civic institution is supported on a more niggardly basis by the average city government in this country."

Muskegon, however, because its citizens have demanded good library service, is one of the increasing number of cities which have taken thought for their libraries and are giving them the financial support which makes good service possible. Muskegon is one of the forty or fifty cities which spend more than a dollar per resident on their libraries. Some of them spend more than two dollars. We have heard, on good authority, of libraries spending up to six dollars per resident. And recently published statistics indicate that expenditures and performance go more or less hand-in-hand — that the libraries which are best supported are giving the most service and the best service. Hibbing, Minnesota, for instance, one of the outstanding small libraries of the country, at an expenditure of \$2.37 per resident, is lending 11.23 books per resident. Bangor, Maine, spending \$2.11 per resident, attains a circulation of 9.31 books. Cleveland Heights, spending \$1.89 per resident, circulates 8.32 books. Northampton, Mass., for \$1.74 per resident circulates 6.68 books per resident. Brookline, Mass., spending \$1.55 lends 7.93 books. Cleveland, Ohio, spending \$1.39 lends 6.71 books. Boston, Mass., spending \$1.23 per resident lends 4.4 books per resident. In all of these libraries the quality of the service is among the best to be found among American libraries.

Costs Tax Payers Little

As a matter of fact, however, the Hackley library is not costing the people of Muskegon \$1.76 or \$1.70 per resident. Two-thirds of this library's annual budget is met by the income from the Hackley endowment funds, as the financial tables IV and V show. The actual cost of the library to the tax payers, last year, was only \$21,610; and for the current year it is \$21,000, an average cost per resident of only 50 cents, instead of \$1.76; and of 48 cents, instead of \$1.70. This is only about half what the tax payers in most cities have to pay for a reasonably efficient library. Thanks to the foresight and generosity of Mr. Hackley a generation ago, there are very few cities today which maintain active, modern libraries at so little burden to the taxpayers as does Muskegon.

Looking Forward

The library has made large strides in the quantity of its service, these last few years, but it is under a heavy handicap and has been marking time qualitatively. In other words, while the circulation of books has increased to the point where we are lending twice as many books as the average library, the reference work, the service of the library as an intellectual, educational force is cramped and repressed, so that it can not grow as it should.

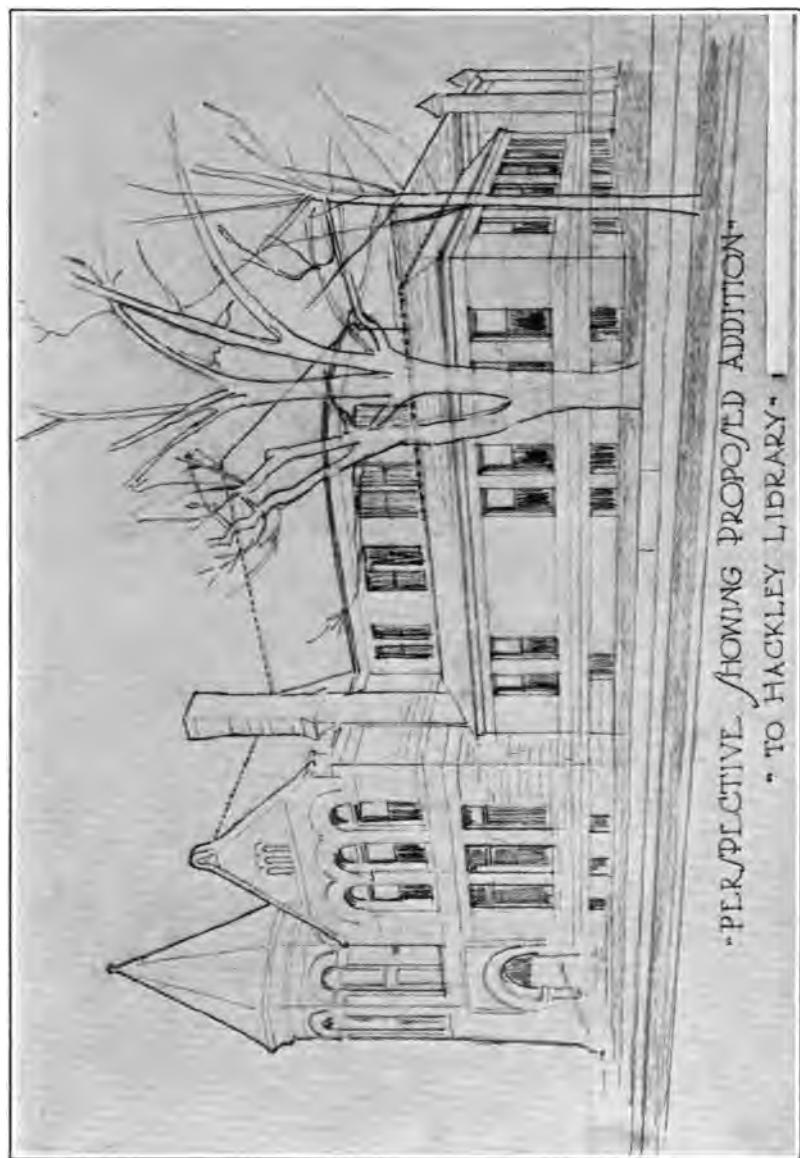
Building Addition Needed

For five successive years I have pointed out that there is immediate, urgent, pressing need of an addition to the library building, not merely to take care of the library's physical growth and of the increasing demands upon it, but to make possible a proper development of its reference service, which is so much more important than mere increase in circulation.

The so-called "new" stack wing was considered a necessity "way back" in 1902, a quarter century ago, when all the books — there were only 36,000 of them — were shelved in closed stacks in what was the "book room" but is now the open Reference and Reading room. Today the library has 85,000 volumes, and doesn't have the old "book room" to shelve them in. This in itself presents a problem of congestion which is far from easy to solve — which can not be solved satisfactorily.

But it is not merely a question of congestion and of crowded shelves, although that is serious enough. The real handicap and the one that is insurmountable until we have an addition to the building, is the necessity of carrying on two conflicting, irreconcilable activities in the same room. I refer to the handicap upon the serious reference use of the library by its having to share the same room with the circulating work.

If there is any one place where the 11,000 adult patrons of the library — and all the other residents of Muskegon —



The Additional Wing in foreground must shortly be provided to meet the needs of Muskegon's thousands, old and young, who are using the library for serious study.

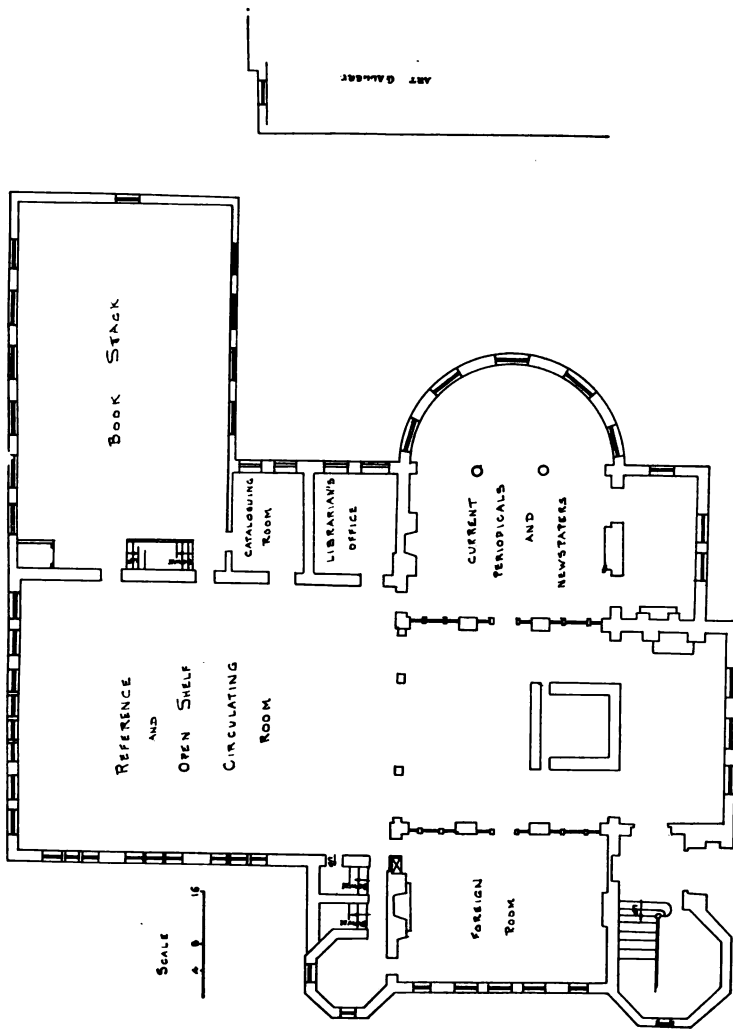
have a right to come for study and downright serious work, and expect to find the quiet which permits mental concentration on that work, it is the reference department of their public library. They can seldom find it at the Hackley library; and to that extent they are not receiving the service they have a right to demand. No one can really put his mind on a research job and keep it there while scores of other people are wandering about the room looking for recreational books to take home. And what is more, neither can the library's reference staff give satisfactory service to serious students, when it is being constantly interrupted and side-tracked by inquiries and appeals from book-borrowers, which are not properly within the business of a reference staff at all. Reference work and book borrowing do not mix.

Involved in this problem is the further problem, referred to in previous reports, of making this library keep pace with other American libraries as a center for promoting adult self-education, which can be done only through an intensive and specialized development of the Reference Department. While the use of the library may increase in quantity and doubtless will, there can be no marked qualitative increase, no real growth of the serious work of the library as a spiritual and intellectual factor, until it is possible to separate this work from the confusion of juxtaposition to the circulation work, and give the Reference Department the room and the atmosphere necessary to its success.

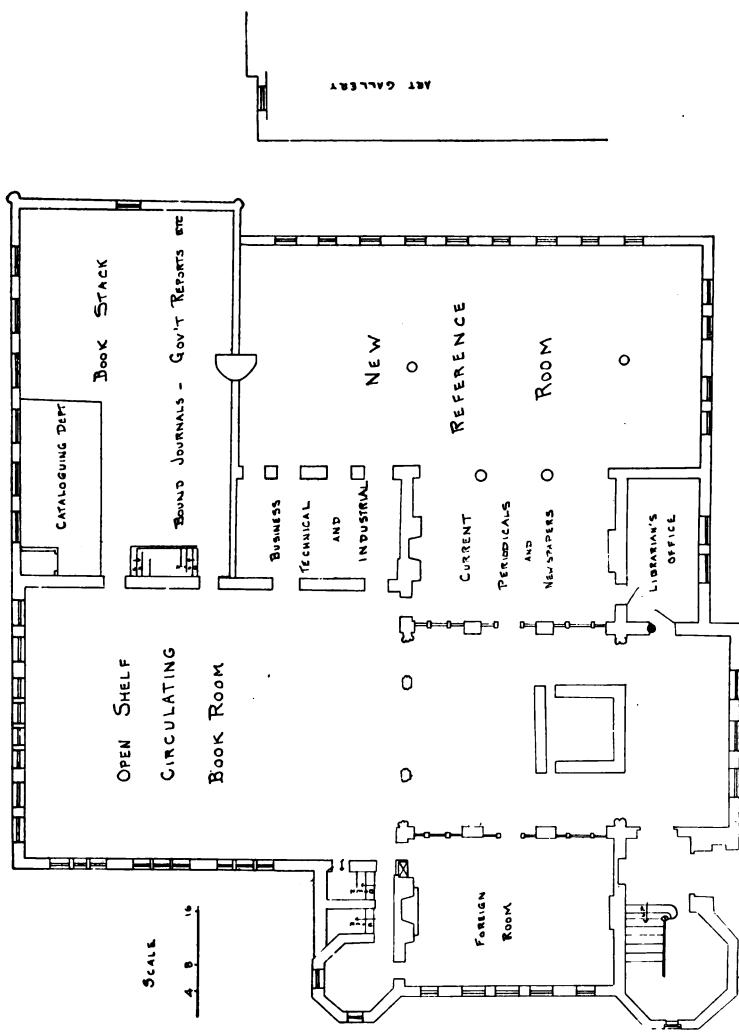
I would make once more the recommendation made in the four past years that necessary additions and alterations to the building be made to provide a suitable Reference Room separate from the circulating activities of the library. Specifically I would recommend the addition of a room on the east side of the building, extending toward the Art Gallery. This can be done by carrying the south wall of the librarian's office eastward toward the Art Gallery, to intersect with a wall running southward from near the end of the stack wing. By removing the present semi-circular east wall of the Periodical Room (supporting the second story on concealed trusses) there can thus be made a large Reference Room, 32 feet by 68 feet, approximately the size of the present open shelf Circulating Room. The present Cataloguing Rooms can then be made an alcove for industrial, technical, and business books opening from the new Reference Room; and the cataloguing and clerical work with its noisy typewriters and telephones can go out into the stack wing.

More Books on Open Shelves

Another very great advantage of this re-arrangement is that it will then be possible to bring nearly 12,000 more circulating books out from the closed stack wing into the open



MAIN FLOOR PLAN AS AT PRESENT



SCALE
4 8 16

MAIN FLOOR PLAN SHOWING PROPOSED NEW REFERENCE ROOM

shelves in the reading room where the public can have access to them. With the hundreds of feet of added shelf-space made available in the opening reading room, it would then be possible and practicable to re-arrange the fiction, whose arrangement now leaves so much to be desired.

Ideal for Reference Work

This re-grouping of departments will insure adequate room for the Reference Department, and what is more important, will assure the studious quiet which the library's patrons have a right to expect. It will provide a separation of activities and an arrangement of the main floor which is ideal from an administrative point of view, and for service to readers and borrowers. The reference work will be immediately adjacent to the stack, with its files of periodicals and newspapers, its government documents and all the other supplementary resources of reference work; and there are other important administrative advantages. We have the assurance of the architect that the proposed changes are feasible structurally and will be harmonious architecturally. The entire cost, including equipment of the new Reference Room, is estimated at from \$35,000 to \$50,000. The expenditure could, if necessary, be spread over two budget years.

I would urge that the Board of Education give serious consideration to this very imperative need. Twenty-five years ago Mr. Hackley himself considered the addition of the stack wing necessary to the continued usefulness of the library. If he were alive today is there any question as to what would be his attitude toward removing this far more serious barrier to service? Surely such an expenditure would come within the spirit and intent of the Julia E. Hackley Fund, which he designated to be used "for the enlargement, furnishing, equipment, support and maintenance of the said Hackley Public Library and the Hackley Manual Training School, or either of them." Surely, too, this "enlargement" not only of the building but of its efficiency and usefulness, would be in accord with the wish of the benefactor who presented this first gift to Muskegon, and who established these endowment funds in order that the institution he had founded might never be without financial resources to keep it modern and ample and efficient.

In closing this report I would record again my appreciation of the loyalty and enthusiasm of the library staff, and repeat what I have said in the past: a library does not consist of a building nor of a collection of books, but of service; and the value of service depends on the individuals who are giving it. If the library has been able, in spite of the cramping handicap of physical restrictions, to maintain the quality of its

service to the people of Muskegon, it must be ascribed to the ability, the eagerness and the enthusiasm of the young women who comprise the staff.

Respectfully submitted,

HAROLD L. WHEELER

Librarian



DISPLAY OF BOOKS ON TRADES AND INDUSTRIES IN LEAHY COMPANY'S WINDOW

APPENDIX

Table I — Summary of Circulation

Books issued for home use

Hackley Library:

	1921-22	1922-23	1923-24	1924-25	1925-26	1926-27
Adult Department	75,025	99,319	115,682	135,139	129,642	134,063
Children's Department	47,066	61,984	62,746	66,464	65,730	57,068
Total	122,091	161,303	178,428	201,603	195,372	191,131
Muskegon Heights Branch	4,164	8,964	7,100	53,930	74,867
Jackson Ave. Branch	21,007	32,644	29,037
Lakeside Station	11,017	9,983	9,220	10,005	9,487	9,194
Highland Park Station	1,061	3,743	3,327	2,694	2,339
Bluffton Station	299	6,281	6,321	6,168	6,716
Beidler Street Station	7,735	10,289	8,958	8,209
Apple Avenue Station	1,405	3,850
Night School Agencies	290	259
Hackley Hospital	4,110	5,841	6,430	10,496
Mercy Hospital	4,097	5,185	6,356	10,559
High School Junior College	20,678
Bunker School Branch	7,890	23,107	31,026	33,899	33,858
Angell School Station	2,969	6,203	7,683	9,847	11,010
Froebel School Station	5,558	6,513	2,240
Moon School Station	4,231	6,454	8,402	8,808	11,296	14,930
Nims School Station	4,191	10,102	9,629	11,541	11,121
VanderLaan School Station	60	4,521	5,111	6,520	7,148
North Muskegon School Station	706	664	1,613
Old People's Home	341
Total	141,793	209,786	280,535	329,688	396,547	445,484
Average daily circulation (whole system)	399	685	911	1,070	1,291	1,451
Largest issue in one day (Main Library)	924	1,384	1,228	1,486	1,232	1,246

Table II — Circulation of Books by Classes

Adult

	Main Library	Muske- gon Hqts.	Jack- son Ave.	High School Junior College	Bunker School	Moon School	Other Schools	Adult Sta'ns	Hospi- tals	Totals
Periodicals	3,388	1,903	745	323	6	717	8,491	15,573
Gen. Works.....	299	35	6	13	2	14	25	394
Philosophy	1,057	92	12	38	63	53	1,315
Religion	868	98	19	49	6	102	44	1,186
Social Sciences	2,136	230	52	997	13	54	22	3,504
Languages	290	52	12	992	2	5	13	1,366
Science	1,428	215	70	1,292	9	22	22	3,058
Useful Arts	4,594	722	264	563	22	185	155	6,505
Fine Arts	3,778	532	172	326	54	127	58	5,047
Literature	4,755	528	194	2,648	17	181	228	8,551
History	2,125	216	114	1,993	12	110	19	4,589
Travel	3,039	411	147	839	21	409	88	4,954
Biography	2,077	237	87	817	9	126	86	3,439
Fiction	101,887	30,634	12,386	6,783	1,852	17,623	9,566	180,731
Foreign	2,342	1,169	186	255	216	4,168
	134,063	37,074	14,466	17,673	2,025	19,993	19,086	244,380

Juvenile

Periodicals	328	39	900	5	16	1,288
General Works	38	14	1	20	8	81
Philosophy	12	3	15
Religion	329	214	44	43	231	74	242	42	5	1,224
Social Sciences	3,510	2,997	1,850	172	3,831	1,697	3,681	1,133	180	19,051
Fairy Tales	5,315	5,458	1,729	3,258	1,569	3,412	1,688	296	22,725
Science	1,175	668	361	47	914	408	985	313	62	4,933
Useful Arts	1,219	731	269	23	945	427	752	122	8	4,496
Fine Arts	1,858	931	346	28	1,518	489	1,094	221	4	6,489
Literature	1,737	866	411	16	1,420	533	1,116	436	82	6,617
History	1,545	967	386	260	1,425	534	1,319	280	10	6,726
Travel	1,722	1,005	359	136	1,179	581	1,368	253	31	6,634
Biography	1,128	627	329	576	847	415	730	117	9	4,778
Fiction	37,152	23,315	8,447	1,704	17,367	6,165	14,580	6,051	1,266	116,047
	57,068	37,793	14,571	3,005	33,858	12,905	29,279	10,656	1,969	201,104
Total	191,131	74,867	29,037	20,678	33,858	14,930	29,279	30,649	21,055	445,484

Table III — Distribution of Books in Library

Adult						
	Main Library Circ.	Main Library Refer- ence	Muske- gon Heights Branch	Jack- son Ave. Branch	High School Junior College	School Collec- tion
Periodicals	131	5,648	5	9
General Works	335	456	63	60	99
Philosophy	1,302	7	19	11	27
Religion	1,641	116	29	12	15
Sociology	4,456	168	95	59	310
Languages	320	135	19	14	66
Science	1,728	22	83	40	516
Useful Arts	3,392	352	284	167	500
Fine Arts	2,567	66	134	84	142
Literature	5,264	523	190	87	643
History	3,805	247	87	89	670
Travel	2,392	63	133	76	178
Biography	3,946	163	125	59	231
Genealogy	420
Fiction	13,811	1,811	1,108	516
French	107	88
German	1,381
Greek	138
Holland	824
Hungarian	142
Italian	247
Norwegian	195
Polish	169
Spanish	5
Swedish	149
Public Documents	4,146
Total Adult	52,451	8,386	3,219	1,875	4,001
Juvenile						
Periodicals	143	6	1	75
General Works	110	11	3	1	29
Philosophy	6	1
Religion	87	28	11	14	78
Sociology	316	191	120	4	435
Fairy Tales	523	336	126	22	599
Languages	3	4
Science	250	85	38	14	268
Useful Arts	233	69	42	14	216
Fine Arts	354	105	67	12	298
Literature	267	86	44	9	251
History	464	152	74	98	421
Travel	417	138	64	24	352
Biography	344	118	65	115	283
Fiction	3,044	1,339	620	149	2,972
Total Juvenile....	6,561	2,664	1,275	476	6,282
Total at Library..	59,012	8,386	5,883	3,150	4,447	6,282

87,190

HACKLEY PUBLIC LIBRARY

Table IV: Financial Statement: 1926-1927

Receipts	
Tax Levy	\$21,610.00
Library Fines on Overdue Books, etc.	3,056.21
Income from Duplicate Rental Books	433.80
Penal Fines, from County Treasurer	3,483.87
Interest on Daily Bank Balance	181.50
City of Muskegon Heights by Contract	5,000.00
Interest from Library Endowment Fund	14,717.30
Julia E. Hackley Educational Fund	35,662.86
	<hr/>
Cash on hand July 1, 1926	\$84,145.54
	295.68
	<hr/>
	\$84,441.22
Expenditures	
ADMINISTRATION	
Salaries, Librarian and Assistants	\$38,591.51
Office Supplies and Expenses	2,458.17
Other Expenses of Administration	364.48
	<hr/>
	\$41,414.16
OPERATION	
Janitors' Salaries	\$ 3,845.13
Fuel	237.97
Light	1,180.35
Night Watchman's Expenses	85.15
Building and Janitors' Supplies	413.58
Water	10.91
Other Expenses of Operation	367.43
	<hr/>
	\$ 6,140.52
MAINTENANCE	
Building Repairs	\$ 962.53
Equipment Repairs and Replacements	422.53
Rebinding	3,068.66
Other Expenses of Maintenance	1.50
	<hr/>
	\$ 4,455.22
AUXILIARY AGENCIES	
<i>Muskegon Heights Branch</i>	
Rent and Service	\$ 1,021.00
Salaries	2,272.27
Telephone	18.00
Light	42.49
Periodicals	108.55
Miscellaneous Expenses	938.27
Books, Binding Repairs and Overhead	620.86
	<hr/>
	\$ 5,021.44
<i>Jackson Avenue Branch</i>	
Rent, Light, Fuel, care	\$ 1,003.24
	<hr/>
	\$ 6,024.68
FIXED CHARGES	
Insurance	\$ 826.88
	<hr/>
	\$ 826.88
CAPITAL OUTLAY	
Equipment, Furniture and Fixtures	\$ 88.86
Books	11,089.51
Prints, Photographs and Views	40.32
Magazines, Journals, Newspapers	1,868.32
Books for new High School Library	8,693.92
	<hr/>
	\$21,780.93
	<hr/>
	\$80,642.39
Balance on hand July 1, 1927	3,798.83
	<hr/>
	\$84,441.22

SERVING A READING CITY

39

Table V: Budget, 1927-1928

Estimated Receipts

Tax Levy	\$21,000
Library Fines on Overdue Books	3,000
Penal Fines from County Treasurer	3,000
City of Muskegon Heights by Contract	5,000
Interest from Library Endowment Fund	13,000
Julia E. Hackley Educational Fund	33,435
	<u>\$78,435</u>

Estimated Expenditures

ADMINISTRATION	
Salaries, Librarian and Assistants	\$42,630
Office Supplies and Expenses	2,500
Other Expenses of Administration	450
	<u>\$45,580</u>
OPERATION	
Janitors' Salaries	\$ 3,780
Fuel	900
Light	1,300
Night Watchman's Expenses	50
Building and Janitors' Supplies	250
Water	25
Other Expenses of Operation	350
	<u>\$ 6,655</u>
MAINTENANCE	
Building Repairs	\$ 500
Equipment, Repairs and Replacement	500
Rebinding	2,500
Other Expenses of Maintenance	100
	<u>\$ 3,600</u>
AUXILIARY AGENCIES	
<i>Muskegon Heights Branch</i>	
Rent and Service	\$ 1,020
Salaries	2,850
Telephone	25
Light	50
Periodicals	100
Miscellaneous Expenses	155
Books, Binding, Repairs and Overhead	800
	<u>\$ 5,000</u>
<i>Jackson Avenue Branch</i>	
Rent, Light, Fuel, care	\$ 1,100
	<u>\$6,100</u>
FIXED CHARGES	
Insurance	\$ 1,200
	<u>\$ 1,200</u>
CAPITAL OUTLAY	
Equipment, Furniture and Fixtures	\$ 500
Books	12,000
Prints, Photographs and Views	300
Magazines, Journals, Newspapers	1,500
Books for High School Junior College Library	1,000
	<u>\$15,300</u>
	<u>\$78,435</u>

HACKLEY PUBLIC LIBRARY

Table VI — Statistics

Arranged according to American Library Association revised form
Report for Year Ending June 30, 1925

Name of Library — Hackley Public Library.

City — Muskegon, Michigan.

Name of Librarian — Harold L. Wheeler.

Date of founding — May 25, 1888.

Population served (1920 census) — Muskegon, 36,570
Muskegon Heights, 9,514
(1927 estimate) — Muskegon, 43,612.
Muskegon Heights, 14,800.

Assessed valuation of Muskegon — \$60,220,831.

Rate of tax levy for library purposes — .349 mill on the dollar, 1926-27;
.349 mill, 1927-28.

Assessed valuation is 98% of true cash value.

Terms of use — Free for lending and free for reference to citizens of
Muskegon and Muskegon County.

Total number of agencies — twenty, consisting of Main Library, 2
branches, 4 stations, 3 school branches, 4 school stations, 2 hospital
libraries, 3 fire station deposits, 1 Old People's Home deposit.

Number of days open during year (Main Library) — 361

Hours open each week for lending (Main Library) — 78

Hours open each week for reading (Main Library) — 82

INCREASE

	Adult	Juvenile	Total
Number of volumes at beginning of year.....	66,822	15,526	82,348
Number of volumes added during year.....	9,009	4,071	13,080
by purchase, 12,026			
by gift, 801			
by binding, 253			
Number of volumes withdrawn during year.....	5,898	2,340	8,238
Total number at end of year	69,932	17,258	87,190

USE

	Adult	Juvenile	Total
Number of volumes of fiction lent for home use	185,061	116,047	301,108
Total number of volumes lent for home use	244,380	201,104	445,484
Circulation: 8 per capita for both cities; or 10 per capita on the basis of Muskegon alone (1927 population estimate).			

REGISTRATION

	Adult	Juvenile	Total
Number of borrowers registered during year.....	3,518	2,476	5,994
Total number registered borrowers	11,206	7,129	18,335
Registered borrowers are 31 per cent of the population of both cities; 35 per cent of population of Muskegon; 25 per cent of population of Muskegon Heights.			

Registration period is three years.

Number of newspapers currently received — 18 titles, 19 copies.

Number of periodicals currently received — 357 titles, 462 copies.

Number of staff, library service — 25, 6 part time pages.

Number of staff, janitor service — 4, including 1 part time helper.

BOARD OF EDUCATION

1927-1928

John VanderLaan, M. D., President

Edward B. Dake, Secretary

Charles W. Marsh, Treasurer

Martin E. A. Aamodt

Harold M. Thurston

Archie E. McCrea

LIBRARY COMMITTEE

A. E. McCrea

M. E. A. Aamodt

H. M. Thurston

LIBRARY STAFF

Harold L. Wheeler	Librarian
May V. Sibley	Assistant Librarian
Mabel B. Moore	Supervisor Work with Children and Schools
Blanche Robertson	Reference Librarian
Jessie C. Moon (Mrs.)	Chief of Circulation Department
Esther M. Evans	Librarian High School Junior College Library
Clemence E. Parks (Mrs.)	Supervisor of Branches and Stations
Helen V. Paine	Assistant Reference Librarian
Bernice E. Doran	Librarian Bunker School Library
Sarah A. Whelan	Assistant Children's Librarian
Irene M. Hansen	Secretary to the Librarian
Esther Conner	Librarian Muskegon Heights Branch
	Senior Assistant
Irene C. Lindquist (Mrs.)	Senior Assistant
Elsa M. Hollister (Mrs.)	Librarian Jackson Avenue Branch
Dora A. Moon	In Charge of School Stations
Alma M. Sollers	Senior Assistant
Irene Kooi (Mrs.)	Assistant Cataloguer
Florence A. Harnau	Assistant
Beatrice E. Hansen	Assistant
Virginia O. Loewe	Assistant
Katherine Miller	Assistant
Marguerite D. Hansen	Assistant
Julia M. DeYoung	Assistant, Junior College Library
Alice E. Jardine	Assistant
Virginia T. Jiroch	Assistant, Muskegon Heights Branch
Helen Cook	Desk Assistant, Children's Room
Inez Schallmo	Desk Assistant
Nelis Kampenga	Page
William Valk	Page
Clarence Fielstra	Page
Bernard Fisher	Page
Esther Skoglund	Page, Jackson Avenue Branch
Nellmarie Beck	Page, Muskegon Heights Branch

